

**Job Description**

**Position Title: Housing Apprentice**

**Salary Grade: Apprentice Grade**

**Directorate: Neighbourhoods Directorate**

**Service: Housing Service**

**Reports to: Housing Manager**

**Purpose:**

* The post holder will be required to learn and be given training in the required skills and responsibilities of a Housing Officer over the term of the apprenticeship to then be able to undertake the full range of duties listed below at the conclusion of the Apprenticeship.
* To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

**Main Duties and Responsibilities:**

* To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
* To meet deadlines associated to progression through the full apprenticeship period.
* To complete assignments / projects which relate to the apprenticeship framework to meet target dates
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information; respect the privacy and personal information held by the Council’ use Council information only for authorised purposes.
* To engage with all tasks in order to learn and work towards working with reduced supervision
* Use the acquired skills and experience to assist all housing staff with all general work, mainly within the office environment, however some off-site visits will be necessary
* To treat all information gathered, either electronically or manually in a confidential manner
* To work with correspondence and software applications, such as Microsoft and Office 365 to complete tasks
* To assist with responses for service from the public, customers and partners and drafting responses / actions for the same.
* To collate and distribute information as required
* Responsible for the collation of information and news items for the Housing Service Monthly bulletin, and the distribution of such on various forums including the Council website
* To minute and take records accurately and comprehensively within meetings.
* Carry out mail-merge and email consultations with communities and consultees, following instructions from housing staff.
* To accurately collate and record consultee responses and draft reports based on the consultation returns.

**Other duties**

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

Author: Martin Bewick

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