**Job Description**

**L4 Advanced Housing Apprentice**

**Role Profile**

**Service/Team** Housing Options

**Reports to** Senior Housing Options Officer

**Responsible for** N/A

**Number of posts**

**Post number** GG7895

**Career Grade** E

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

To develop the knowledge, skills and behaviours required for the level 4 Housing Apprenticeship standard – see separate document.

To be part of the Housing Options team, completing work placements across the 4 parts of the team gaining work experience in all areas of Housing Options.

**Placements:**

* Housing Assessment and allocations
* Homelessness Assessment and housing advice
* Housing Support and Homelessness Prevention
* Housing Management Services

**Key Responsibilities**

* To provide a frontline face to face, telephone & online advice service for general housing enquiries
* To offer accurate advice on a range of housing related services
* Managing own case load
* To provide comprehensive efficient, effective support service to customers and colleagues in the Housing Options Team
* Undertaking tasks to support the Housing Options Team

**Duties:**

1. To provide a front-line duty service, demonstrating high standards of customer

care at all times to those people accessing the service with a range of needs

and vulnerabilities

2. To deal with enquiries, some of which may be contentious, independently in a

positive, pro-active and helpful manner ensuring that they are accurately

logged, recorded and dealt with, aiming to answer enquiries in full at the first

point of contact wherever possible.

3. To develop and promote strong links with statutory & voluntary sector, supported & private housing providers and social housing landlords with the aim of helping people

to improve their housing circumstances.

4. To undertake initial assessments of housing need and circumstances of

customers in order to provide the best and most appropriate advice and help.

5. To undertake and make decisions regarding housing need and advice

applications and enquiries, in order to provide the best and most appropriate

advice and help.

6. To signpost or refer the general public to other relevant services or agencies

where required.

7. To provide a range of administrative functions and office duties to include data

entry, application management, reception and telephone duties and dealing

with correspondence.

8. To provide direct support to officers in the housing service, which

may include gathering sensitive information or data from a range of agencies.

9. To handle customer data sensitively and in accordance with data protection

regulations.

10.To respect confidentiality at all times recognising that customers may present

in a distressed state.

11.To coordinate and assist with applications to partner agencies.

12.Having in place at all times relevant professional boundaries.

14.To assist in providing performance data for the team working with the

Performance Monitoring and Information Officer where necessary.

15.Building and maintaining excellent working relationships with staff members

across the council, external agencies and organisations, liaising effectively

and efficiently to improve service provision to customers

16.To participate in emergency situations in accordance with the councils duties

as requested.

17.To suggest improvements which help to continuously review the service

offered improving this for applicants and staff.

18.To undertake such other duties as may be required from time to time

commensurate with the level of the post.

19.To comply with all decisions, policies and standing orders of the Council and

any relevant statutory requirements, including the Equality Act, the Health and

Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

* Previous experience of Working as part of a busy team
* Providing a range of administration and support services
* Working with customers and/or the public face to face and
* via telephone, providing an excellent customer service
* Experience of keeping accurate records and
* dealing with confidential information
* 2 A-levels or equivalent, or relevant lived experience, or a level

3 qualification in a related subject area

 **Personal Qualities & Attributes**

* Effective team worker with a flexible approach to duties
* Excellent communication and interpersonal skills
* Be able to deal appropriately with the public and staff on all levels
* To work under own initiative with minimal supervision
* Awareness and commitment to customer relations and excellence in service delivery
* Able to multi task and work accurately under pressure
* Able to deal sensitively with enquiries from people in a distressed state and collect personal data in an appropriate manner
* Friendly, adaptable, positive approach to work
* Strong commitment to customer care and delivering high quality services, with a ‘right first time’ focus
* Willing to engage in training personal development from feedback and improve service delivery
* Treats everyone fairly and embraces diversity
* Actively develops partnerships and works hard to maintain and make them effective
* Commitment to successfully develop the knowledge, skills and behaviours required for the apprenticeship

 **Job Requirements**

* Microsoft Office including Word, Excel, and Outlook
* Data Protection Regulations
* Accessing/maintaining IT based information systems
* Basic Criminal Records Check (DBS)
* Ability to speak fluent English