**Job Description**

**L4 Housing Options Apprentice**

**Role Profile** MUL166

**Service/Team** Housing Options

**Reports to** Senior Housing Options Officer

**Responsible for** N/A

**Number of posts**

**Post number**

**Career Grade**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** supporting the Housing Options Team to help people resolve their housing and homelessness issues.

**Job Overview**

Support the delivery the Housing Options Team’s functions while engaging in a two-year professional development programme leading to a CIH-recognised qualification.

## Key Responsibilities

* To develop the knowledge, skills and behaviours required to complete the Level 4 Housing Management Apprenticeship Qualification within two years of beginning the role.
* To support the Housing Options Team in assessing the Council’s duty to those applying for housing; as homeless or threatened with homelessness, in accordance with statute and Council policy and working procedures.
* To support the operations of the Housing Options Team, provide person centred housing options advice and support with a focus on preventing homelessness
* Carry out wide ranging complex and sensitive meetings with vulnerable households, applying technical knowledge to assist and resolve housing needs where you can
* To work in a multi-disciplinary environment, collaborating with specialist services & using your skills and knowledge, to respond to those with complex problems; including child protection, domestic abuse, adult safeguarding, mental health, substance misuse, learning difficulties, disabilities and other medical / social issues.

## 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
* A-levels preferred but not essential. Relevant lived and work experience preferred.
* GCSE Maths and English essential

## 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

* Must be able to travel around the area, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Basic criminal records check (DBS)
* Ability to communicate in fluent English, both spoken and written.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.