



Role Profile

Job Title: Advanced Housing Apprentice	Grade/ Level: Apprentice	Post Number: N/A
Directorate: Housing	Job Family:	Date Prepared: November 2018

Role reports to (Job Title):
Service Manager

Job Purpose:

To carry out various duties in relation to the delivery of housing services to all customers of Swindon Borough Council's Housing service. Provide general support to the Housing team to assist them in:

- Supporting housing projects and functions
- Providing advice and assistance to clients
- Provide clients with the required service

Key Accountabilities:

- To assist with the delivery of housing projects and functions
- To assist our customers in completing various forms of paperwork or e forms which are housing related
- Provide general telephone advice to customers and staff from other areas
- To take telephone messages, record information accurately and deal with calls as appropriate
- To assist with the day to day running of the office
- Maintain various Housing ICT systems including inputting data
- Assist and advise clients on a range of topics including legislation and policy.
- Liaise with other teams at Swindon Borough Council, including other areas of Housing, Customer Services, Social Services
- Maintain Health & Safety in own area
- Contribute to team meetings
- Assist in the collation of reports on a weekly/monthly basis
- To undertake the relevant academic and vocational qualifications

Supplementary Accountabilities:

- Undertake any other duties that can be accommodated within the grading of this post

Job Scope: Number and type of jobs managed:
None

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Typical tasks supervised/allocated to others:

None

Budget: None**Assets:** None**Knowledge and Experience:**

- Good level of Literacy –GCSE’s in English Language and Maths at grade C or above, or equivalent
- Good experience of using Microsoft Packages, including Word, Excel, Powerpoint, and Outlook
- Excellent communication skills; written, telephone and face to face
- Excellent interpersonal skills
- Excellent time keeping and organisational skills
- Ability to work as part of a team
- Ability to be flexible and adaptable
- Able to deal with all levels with tact and diplomacy
- Ability to work on own initiative
- A confident approach to dealing with clients and colleagues

Decision Making:

- Ability to make basic decisions in line with policy
- Ability to prioritise own workload to ensure all tasks are completed within the given time frames

Contacts and Relationships:

- Daily contacts with customers, line manager/mentor and other members of the wide team

Creativity and Innovation:

- Have the ability to identify and make suggestions on how any improvement in the way the department operates
- Some creativity and innovation in the day to day running of the office, identifying new methods of work

Job Specific Competencies:

- Good communication skills – both written and verbal
- Good interpersonal skills
- Be willing to work as part of a wider team to ensure the success of the whole department
- Be flexible in approach to work
- Discreet and professional in approach to customers, peers and others
- Professional approach and presentable in appearance

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Data Protection:

In accordance with the provisions of the General Data Protection Regulations Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: