



Role Profile

Job Title: Advanced Housing Apprentice	Grade/ Level: Apprentice	Post Number: SBC_11725
Directorate: Housing	Job Family:	Date Prepared: November 2018

Role reports to: Relevant 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:	Job Scope: None
---	---------------------------

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.	

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: