

JOB DESCRIPTION

JOB TITLE:	Mid Devon Housing Apprentice
POST NUMBER	HB55
GRADE:	Apprenticeship Grade
RESPONSIBLE TO:	Mid Devon Housing Team Leaders, as appropriate
RESPONSIBLE FOR:	Not applicable to this post
LIAISON WITH:	District Council colleagues at all levels, Elected Members, Members of the Public and other agencies.

KEY CORPORATE ACCOUNTABILITIES:

To support the Mid Devon Housing teams in achieving all targets

KEY SERVICE ACCOUNTABILITIES:

1. To provide administrative support to teams in Mid Devon Housing, as directed. This may involve typing general correspondence, as and when required.
2. To monitor generic email inboxes, escalating queries, as appropriate, and providing responses, where possible
3. To respond to customer queries made via telephone
4. To help tenants to understand their rights and responsibilities in line with their tenancy agreements
5. To process rent payments from tenants over the telephone
6. To assist in housing case management, as directed
7. To assist in repairs and building maintenance management, as directed
8. To liaise with other agencies and contractors, as directed
9. To prepare sign up packs for tenants and arrange sign up appointments
10. To update relevant databases including those relating to housing management, repairs, and procurement
11. To prepare agendas and take minutes for management and other meetings
12. To file and scan relevant documents and update electronic filing systems, as required
13. To ensure stationery and other Housing leaflets are replenished, as necessary
14. To monitor the Mid Devon Housing webpages and to escalate any concerns regarding incorrect information and inconsistencies for amendment

OTHER DUTIES:

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY:

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

RISK MANAGEMENT:

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Head of Service or Senior Manager.

DATA PROTECTION:

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SINGLE EQUALITY SCHEME:

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter

PERSON SPECIFICATION

Mid Devon Housing Apprentice

CATEGORIES	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• Good standard of English & Maths	• Work experience in an Office environment
Knowledge and Expertise:	• Knowledge of IT office packages and databases • Understand equal opportunities and diversity issues	
Skills:	• Good communication skills • Able to plan or prioritise workload effectively • Organisation skills	
Personal Attributes:	• Be able to work to and meet deadlines • Demonstrates commitment to Customer Care in all activities • Communicates regularly and openly at all levels • Able to perform role with reasonable adjustments • Be able to work flexibly and independently with minimal supervision • Able to organise resources to achieve goals • Self-motivated	
Special Requirements:	• Flexible approach to the requirements of the job	

Date: November 2023