

JOB SUMMARY

Post Title	Housing Apprentice						
Job Family	<i>Business Support</i>	Pay Range	<i>National Living Wage (NLW)</i>	Line Manager to others?	No	Role profile ref	
Service Area	<i>Adult Social Care and Housing Needs – Housing Services</i>						
Line Manager	<i>CBL Team Leader</i>						
Location	<i>County Hall / Agile Working</i>						

Job Purpose:

To support the Island Homefinder Service to maintain and process applications for the Island Homefinder Choice Based Lettings scheme.

To support the Housing Team with day to day administrative work.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To assess the needs of households in accordance with the Island Homefinder Allocations Policy
- To respond to and resolve enquiries efficiently and sensitively from members of the public, clients, applicants, colleagues and partner agencies with respect to the Island HomeFinder choice based lettings scheme
- To process applications and continue to maintain records via the Island HomeFinder choice based lettings scheme
- To work collaboratively with other teams within Housing Services
- To provide a range of general administrative support to the team, including post, scanning and answering the telephone.
- To undertake all relevant training within the role

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of working in an administrative role.		X
	Ability to work effectively within a team, work to deadlines and being flexible and adaptable in the approach to work	X	
Working knowledge of relevant processes and systems.	Knowledge of the Island Homefinder system		X
Knowledge of the service provided in own area.	Knowledge of social housing, customer service or business administration		X
ICT skills including use of Microsoft applications.	Knowledge of Microsoft Office programmes including Outlook, Excel and Word.	X	
Good verbal and written communication skills.	Able to handle enquiries efficiently and professionally, ensuring confidentiality is maintained.		X
	Excellent written and verbal communication skills, with a strong focus on customer care	X	
Numerate and accurate with attention to detail.		X	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE level or equivalent		X	

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Level 2 Business Administration or equivalent or able to demonstrate equivalent experience.			X
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