



Devon Home Choice Housing Apprentice

LEVEL:	Apprentice
ACCOUNTABLE TO:	Housing Strategy and Devon Home Choice Manager
SALARY:	Starting salary £8.81 per hour
CONTRACT:	Temporary
LOCATION:	Totnes / Tavistock / Agile Working

Job Purpose

As the Devon Home Choice Apprentice, you will learn how to support the Devon Home Choice Officers to manage the Housing register and to support the wider housing team. This will include learning how to assess applications and award the level of priorities for applicants in line with the Devon Home Choice policy, undertaking renewals, and working with customers to enable them to access and understand the Devon Home Choice housing register. You will also work closely with the Housing Enabling and Housing Options teams, giving you the opportunity to learn about a wide range of services.

The apprenticeship works flexibly alongside your “on the job” training and study and we will help you work towards a Level 3 Business Administration qualification.

Role Profile

- Learn to work as part of a multi-skilled housing service team to attain the highest possible standards of customer care.
- Learn how to assess new applications to the Housing Register to ensure accurate information has been provided and awarding priority based on the relevant policy and the processes for notifying customers regarding any decisions made on their application.
- Gain an understanding of how to provide comprehensive advice for those on the housing register.
- Learn how to ensure the register is up to date through the annual renewal process.
- Learn how to work with customers via a range of methods including face-to-face, telephone and email.
- Gain an understanding of how the social housing register works with Registered Providers to advertise social housing that are available for letting in our area.
- Learn how to promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures.



- Learn how to promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations.
- Actively develop and maintain a working knowledge of Council services and procedures.
- Learn how to work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
- Learn how to work with internal departments for a customer-focused approach.
- To undertake any other duties as reasonably required.

Person Specification

Qualifications

Essential	Desirable
Good standard of IT literacy, specifically with MS Excel and Word.	Good standard of general education including GCSE at grade 4/C or above or equivalent in English and Maths.

Knowledge / Experience

Essential	Desirable
Working knowledge of word processing, spreadsheets, database software packages and the Internet.	Good understanding of Council services.
Understanding of, and commitment to, Equality and Diversity.	Previous experience in business support/administration or similar.

Skills / Abilities

Essential	Desirable
Proactive commitment to the provision of excellent customer service.	
Good oral and written communication skills.	



Good interpersonal skills and a team player.	
IT Literate with good keyboard skills.	
Accuracy and attention to detail.	
Flexibility, responsive, and adaptable in approach.	

General / Other

Essential	Desirable
Flexibility to undertake out of hours work as required.	
An engaging, enthusiastic, and positive manner with a strong “can do” approach.	
Willingness to work within the Councils’ Competency Framework and undertake any necessary training.	
A genuine interest in working with and helping the general public.	
Professional manner.	

General

The list above is not exhaustive, this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

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.

Equalities, Diversity & Inclusion

The Council has an Equalities, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination and harassment.



Staff Code of Conduct

The public, our communities, customers and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district