

Job Description

Post title	Housing Regulation Apprentice	Post ref	
Department	Housing Management - (Regulatory Compliance Team)		
Grade	NMW (£10 per hour) for the first 12 months followed by NMW (£10/£12.21) age dependant for the remainder		

Overall job purpose

To support the Housing Management team with tasks associated with social housing regulation including a wide range of administration tasks and high-quality customer service. The post holder will also work directly with tenants by supporting with the direct delivery of our tenant engagement activities.

The successful candidate will undertake a level 3 Business Administration as part of the role.

Reporting relationships

Reports to:	Consumer Standards Lead Officer
Responsible for:	Not applicable

Key tasks and responsibilities – post specific

1. To support the Assistant Director – Housing Management and Consumer Standards Lead Officer as and when required.
2. To support the Tenant Engagement Officer with tenant engagement activities.
3. To assist with administrative tasks as directed.
4. To respond to customer queries made via telephone, email and in person.
5. Attend meetings/engagement events to support and take minutes/notes
6. To collect, collate and input data, along with updating computerised and manual systems, as required
7. To access IT systems to generate letters, reports and associated documents
8. Write formal letters and other correspondence as required.
9. Any other duties as assigned and deemed commensurate with the grade and overall responsibility of the post.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values, code of conduct and employee competencies.
Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity.

Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: