

Job Description

Post title	Tenancy/Estates Team Apprentice	Post ref	
Department	Housing Management		
Grade	National Minimum wage - £10 per hour for first 12 months followed by NMW dependant on age for the remainder		

Overall job purpose

The successful candidate will support the Tenancy/Estates team to ensure that a high-quality customer service is delivered at all times, and team targets are met. You will be dealing with tenants on a day-to-day basis by telephone, email and face to face, and also provide reception duties. You will also be supporting with general administrative tasks and data input.

Reporting relationships

Reports to:	Team Leader (Tenancy/Estates)
Responsible for:	Not applicable

Key tasks and responsibilities – post specific

1. To deal with telephone queries and correspondence from tenants in respect of tenancy and estate issues.
2. To provide administrative and clerical support to the Tenancy Team, such as scanning, printing, filing documents and data entry
3. Reception duties including attendance at meetings.
4. To collect, collate and input data and update computerised and manual systems as required
5. To access IT systems to generate letters, reports and associated documents
6. Write formal letters and other correspondence as required.
7. To provide administrative support for current and former tenancy recharges.
8. 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: