

Person Specification

Post title	Income Team Apprentice	Post ref	ADC666
Department	Housing Management		
Grade	£10.85 per hour for first 12 months then move to rate of pay dependent on age for the remainder of the apprenticeship.		

Competencies		
<i>Please refer to the employee competency framework for more information about behaviour descriptors for each competency</i>	Essential / Desirable	Assessment
Communication	Essential	Application Form/ Interview
Team Working	Essential	Interview
Changing, learning and improving	Essential	Interview

Skills	Essential / Desirable	Assessment
Competent ability to work with technology and computer packages including word processing, spreadsheets and email	Essential	Application Form/ Interview
Good organisational skills with the ability to manage a range of tasks competing for attention	Desirable	Application Form/ Interview
Good interpersonal skills – face to face and over the telephone	Essential	Interview
Working effectively as part of a team	Essential	Application Form/ Interview

Knowledge	Essential / Desirable	Assessment
Understanding the importance of confidentiality	Essential	Application Form/ Interview
To demonstrate a commitment to and understanding of diversity/equality	Essential	Application Form/ Interview

Experience	Essential / Desirable	Assessment
Experience of working to deadlines and time management	Desirable	Application Form/ Interview

Qualifications	Essential / Desirable	Evidence
GCSE grades A to C or equivalent are essential, including Maths and English	Essential	Application Form/ Certificates
ICT qualifications or relevant experience	Essential	Application Form/ Certificates

Additional information / other requirements of the post
<ul style="list-style-type: none"> • You must work with your assessor to complete course work on time and to a high standard. • You must conduct yourself in a safe and diligent manner, both in the workplace and at college and comply with health and safety policies and procedures. • You will undertake a competency-based qualification to demonstrate you have the skills required to carry out the job. These are assessed by breaking down the contents of the jobs within your specific occupation into tasks called units of competences and will be measured through observations, assessments and witness testimony.

Date produced / last amended
10 March 2026