

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Apprentice Housing Data Officer
(Customer Service Practitioner Level 2) **Post No:** NEW

Department: Building and Public Realm **Grade:** Apprentice

Reports to: Data and Compliance Officer

1 Main Purpose of the Role

The post holder will primarily be assigned to support the Data and Compliance Officer, Technical Officers within the Development and Building Services team; however they will be expected to work flexibly across the Department as required.

To contribute to the Development and Building Service in order to deliver an efficient and effective customer focused service that also meets the statutory responsibilities of the Council in the planned and responsive repairs of the authority's 3200 owned properties

To undertake the tasks required the post holder is primarily assigned to including (but not exclusively) work associated with the recording and collation of data, updating the Lifespans housing condition database and related computer systems The postholder will also liaise with the admin and provide wider support to the support team dealing with queries from customers and contractors.

2 Principal Activities

2.1 The post holder is primarily assigned to:

- Collection of data and analysis, updating asset management software, spreadsheets and other documents
- Collate data from diverse records onto the housing stock condition software.
- Monitor Refurbishment and Demolition asbestos surveys to our properties.
- Assisting in the collection and collation of certification in relation to electrical and gas checks
- Support and assist officers in arranging and updating our various spreadsheets and databases
- Support the wider team in repairs administration and customer/contractor queries.

The complexity of work assigned to the post holder will be determined by their level of experience. The post holder may be required to work in, or undertake work for, other teams and sections of the department as operational needs dictate.

2.2 To maintain departmental records and improve systems, processes and service delivery.

2.3 Such other duties as may be required by the Data and Compliance Officer or the Council from time to time

3 Corporate Responsibilities

- 3.1 Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.
- 3.2 Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.
- 3.3 You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.
- 3.4 Must maintain high quality corporate and service standards and best practice as required.

4 Special Conditions

- 4.1 You will be required to work all reasonable hours to ensure deadlines are met and on occasional basis to attend evening meetings.
- 4.2 You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

This job description is a guide to the duties the postholder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Apprentice Housing Data Officer

Post No: NEW

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- GCSE (A* - C) Mathematics and English Language or equivalent
- Able to operate MS-Word, Outlook (a Level 2 IT qualification)
- To be willing to work towards a recognised Customer Service Practitioner Apprenticeship Standard at Level 2 or Business Administrator Apprenticeship Standard at Level 3 .
- Preferably with experience of working in one of the following areas – Building maintenance, Customer support, business administration.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others.
- b. Adapts to the team and builds team spirit.
- c. Recognises and rewards the contribution of others.
- d. Listens, consults others and communicates proactively.

4.4 Analysing

- a. Analyses numerical data, verbal data and all other sources of information;
- b. Breaks information into component parts, patterns and relationships
- c. Probes for further information or greater understanding of a problem
- d. Makes rational judgements from the available information and analysis;

6.1 Planning & Organising

- a. Manages time effectively;
- b. Identifies and organises resources needed to accomplish tasks;
- c. Monitors performance against deadlines and milestones

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority.
- b. Follows procedures and policies.
- c. Keeps to schedules.
- d. Arrives punctually for work and meetings.
- e. Demonstrates commitment to the organisation.
- f. Complies with legal obligations and safety requirements of the role.

**Applicants should
note:**

- ***That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.***
- ***Applicants should also take note of the requirements of the Career Grade for this post. The Career Grade details additional requirements that will be used to determine the pay rate on appointment and in the management of performance and pay progression after appointment.***
- ***The successful postholder will be expected to undertake any personal development necessary to fully meet the requirements of the Role Description and Person Specification (e.g. gaining a qualification to validate knowledge obtained through experience) and they will be barred from reaching the top of the grade until***