

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Department: Operations & Delivery – Housing & Environment **Post:**

Job Title: Apprentice – Housing Solutions **Grade:** Apprentice Salary

Reports to: Housing Support Officers/Housing Manager/Senior Housing Manager

1. **JOB PURPOSE**

To operate as part of the Housing Solutions team providing support to the team and dealing with enquiries regarding households who have approached the Council with a homeless situation.

Mainly operating the appointment booking and triage part of the team, dealing with contact from the public via telephone, referrals from other agencies and the Council's website, along with occasional face-to-face contact.

2. **JOB ACTIVITIES**

- To answer calls from members of the public who are making general and specific enquiries relating to their homeless approach and housing in general
- To provide over the telephone support to clients who are finding the online application difficult to complete.
- Provide factual information or direct clients to the appropriate officer as required.
- Administration duties within the Housing Solutions team to include:
 - Maintaining clients homeless application and obtaining supporting documents
 - Inputting the details onto the homeless application for clients who are vulnerable or who have no access to the internet
 - Communicating with external organisation on behalf of the officers, including the police, hospitals, prison service and other external organisations plus other departments within the Council
 - To increase knowledge of all the different areas of the Council's services in order to respond to customer queries.
- To attend training and team meetings and to participate in the process of developing the Housing Solutions team.
- To undertake general office duties including scanning.
- Collation and updating databases where appropriate.
- Any other duties as reasonably required

3. CORPORATE RESPONSIBILITIES

You must work to any standards imposed by the Council in maintaining and improving its status.

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Race Awareness, Violence at Work and Working Time Regulations. 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.

Must maintain high quality corporate and service standards and best practice as required.

4. SPECIAL CONDITIONS

The work may involve changing rapidly from one task to another during the working day, and the work can involve dealing with clients who are in crisis and who are sometimes emotional.

The post holder will work under supervision.

The post holder must work to attain optimum performance in service delivery within your area of responsibility.

The post holder should seek the advice of their manager on difficult or contentious decisions.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

The post holder may deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti- social behaviour or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

The post holder may also deal with a variety of individual cases or enquiries involving elderly persons, disabled persons, ethnic minorities or other similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

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

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PERSON SPECIFICATION

Job Title: Apprentice – Homelessness Accommodation

Post No:

9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel etc

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections 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
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

3.3 Presenting and Communicating Information

- a. Speaks clearly and fluently
- b. Expresses opinions, information and key points of an argument clearly;
- c. Makes presentations and undertakes public speaking with skill and confidence;
- d. Responds quickly to the needs of an audience and to their reactions and feedback;
- e. Projects credibility.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it

