### ROLE PROFILE – Housing Options Apprenticeship

### Level 2 Apprentice Customer Services Housing Option Oldham Team

**About The Council:**

Oldham is committed to developing a co-operative future; one where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative Council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. It also means working in ways which are ethical, fair and deliver good social value as well as value-for-money. It also means giving residents the opportunity to work in collaboration with us to design and even help deliver services.

**About The Service:**

Housing Options Oldham Team is responsible for delivering the Council’s statutory housing and advice service. Housing Options is an extremely busy, high pressured and customer centric service but is extremely rewarding. The main functions of the service is to prevent and relieve homelessness in the borough offering accurate housing advice, assessing household circumstances to determine what type of assistance can be provided in order to allocate suitable, affordable and sustainable housing to eligible households in the borough.

**Purpose of Apprenticeship:**

To support and assist in provision of high-level customer service to support effective service delivery of the Council’s statutory duties. The post will be located at Access Oldham, Housing Options, Civic Centre, West Street, Oldham, OL1 1UQ

**What will I be doing?**

Under the guidance of your line manager the successful applicant will:

* Support officers in carrying out their duties effectively and efficiently
* Under guidance and supervision, use a range of computer packages e.g. typing letters in word, inputting data onto spreadsheets in excel, updating electronic calendars in outlook.
* Filing documentation in manual and computerised filing systems, including scanning applications and supporting documents to customer files
* Under supervision guidance, contacting customers to offer support and advice in respect of the applications and temporary accommodation
* Assist in officers in verifying documents to ensure customers files is accurate and update
* Assisting officers with direct matching and allocating suitable households to upcoming and available properties
* Assisting with the management of mailboxes and where appropriate drafting replies to ensure timely response to incoming queries
* Assist with Financial tasks such as placing orders and processing invoices
* Cover reception as required under supervision and guidance
* Supporting customers in journey through housing options by being on-hand to offer advice or refer cases and queries to the relevant officer and teams
* Organise meetings and events under guidance
* Other General Administration duties commensurate to the post

**What will I gain?**

* Experience of working as part of a busy team
* Developing communications and interpersonal skills
* Experience in using a variety of office equipment and IT systems
* Experience of delivering high level customer service in fast pace environment
* Developed administration and customer service skills.
* Experience of the statutory housing legislation and statutory local authority duties
* Knowledge

**Who will I be working with?**

The Apprentice may be in contact with other Council Directorates, such as:

* Staff within Economy, Skills and Neighbourhoods
* Colleagues within the Council
* Internal or external stakeholders
* Members of the Public
* Safeguarding agencies and bodies
* Social Service and other Health and Wellbeing professional
* Physical and Mental Health professionals

**Requirements for the Apprenticeship:**

* Sufficient literacy and numeracy skills.
* Ability to use IT applications in relation to the requirements of the post including

excel.

* Work flexibly to meet the needs of the service including helping with a number of

different tasks and potentially at different locations.

* Good communication and interpersonal skills especially over the telephone
* Well organised, reliable and punctual.
* Able to manage workload to meet deadlines.
* Willing to learn new skills

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| **Relationship To Other Posts In The Directorate:**  **Responsible to:** **Principal Housing Strategy Officers**  **Responsible for :** NONE |

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