



Job Description

Job Title:	Homesearch Office Apprentice
Grade:	Apprenticeship
Section:	Allocation, Voids and New Tenancies Team
Reports to:	Homesearch Manager
Responsible for:	None

The Job

Is to:

- work under supervision to provide administrative support to the Homesearch Team and assist in the delivery of a customer focused service to all service users.

The Bigger Picture

You will:

- provide effective administration support to include inputting and monitoring information using computer systems for a range of tasks, producing and amending documents and letters, taking minutes in meetings, ordering stationary, photocopying and general office tasks;
- work in line with health and safety and statutory requirements, legislation and organisational policies and procedures;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality;
- be the first point of contact for customers, tenants and colleagues in relation to delivering services;
- deal with a range of enquiries and resolve problems efficiently; and
- work effectively as part of a team and WDH as a whole

The Day to Day

You will:

- develop skills to provide high quality administrative support to the Homesearch Team, delivering excellent customer service at all times;
- monitor the Homesearch phone line, dealing with enquiries in a courteous and efficient manner;
- monitor and deal with email enquiries ensuring the customer is fully informed with the outcome of their enquiry;

- assist with registering and reviewing Homesearch applications, preparing waiting lists and setting up and managing new tenancies in accordance with procedures;
- support the maintenance of the Homesearch website, social media and bid platforms;
- monitor incoming post and deal with the administration of utility bills for void properties in a timely and accurate manner;
- learn how to deal appropriately with complaints and enquiries in line with WDH's procedures;
- accurately record, prepare and collate a range of data using computer applications;
- develop and understand how to support administrative systems, in particular developing the use of digital technology;
- handle all confidential information discreetly and sensitively;
- take ownership of the qualification, completing tasks in line with agreed targets and timescales;
- be an effective team member and contribute to the smooth running of the service; and
- be required to undertake duties at any location throughout the district dependent on the needs of the service.

The Qualification

You will work towards achieving the Level 3 Business Administration apprenticeship standard over 18 months, and will learn the following skills, behaviours and knowledge:

- record and document production and ICT skills;
- communication and interpersonal skills and effective decision making;
- planning and organisation and effective project management;
- quality assurance;
- managing performance; and
- understanding organisations and stakeholders including regulations, policies, processes and procedures.

Personal Contacts:

Internal: Employees and managers at all levels.

External: Tenants and residents, statutory and voluntary agencies, contractors and other customers.

The Person Specification

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
Qualifications and Training				
Two qualifications at Level 2 of the Qualifications and Credit Framework such as GCSEs grades A-C/ 9-4, Award, Certificate or Diploma at Level 2 or equivalent, including English Language and Maths	✓		AF/CQ	✓
Must be willing to attend a learning programme delivered through a college or training provider working towards the Apprenticeship in Business Administration Standard at Level 3	✓		AF/I	
Willing to work under the WDH Apprentice Learning Agreement	✓		AF/I	

Determination				
An ability to multi task and adapt to changing priorities.	✓		AF/I	✓
Able to understand and carry out verbal and written instructions.	✓		AF/I	
Highly effective organisational skills	✓		AF/I	
Good problem-solving skills	✓		AF/I	

Nous				
Experience in the use of computers, with knowledge of key Microsoft Office products.	✓		AF/I	✓
Understanding of high quality customer care.	✓		AF/I	✓
An ability to work as part of a team.	✓		AF/I	
An ability to use own initiative	✓		AF/I	
Experience of communicating effectively.		✓	AF/I	

Attitude				
Good interpersonal and communication skills.	✓		AF/I	✓
An ability to communicate face to face and on the phone.	✓		AF/I	
Reliable and committed.	✓		AF/I	
A willingness to continually learn and develop in order to carry out work to a high standard	✓		AF/I	

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R - References