



Job Description: Apprentice – Strategic Housing

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Apprentice – Strategic Housing
Service:	Strategic Housing and Delivery
Teams:	Housing Strategy and Enabling, Housing Development, Private Sector Housing
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Housing Development Officer, Housing Development Team
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.

Taking Ownership

In Waverley we value taking **ownership**, where everyone feels **personally committed** to issues at hand and is working towards a **positive outcome**

PRINCIPAL PURPOSE OF THE ROLE

- The key purpose of the role will be to support the Strategic Housing Teams to provide an effective and customer focussed service.
- You will play a part in the provision of new affordable homes, from being involved in consultation with local residents at the start of the process to preparing information for letting the newly built homes for people in housing need including via social media. You will also collect and collate information about the stock of affordable homes in the borough.

MAIN DUTIES AND ACCOUNTABILITIES

- To carry out routine administration tasks including photocopying, filing, scanning, telephone answering, taking messages, basic typing and data processing, record keeping, printing and sending letters and basic numeracy tasks
- To generally assist with the administrative work and efficient operation of the teams
- To demonstrate a customer-focused approach to delivering housing services including through use of social media.
- To be involved in setting up and taking part in tenant consultation and shared ownership events throughout the development process
- To regularly survey residents of new developments and produce reports on resident satisfaction.
- To prepare materials for consultation, publicity and opening events such as photocopying information leaflets, preparing visitor record sheets, laminating posters, booking venues and display boards and producing regular development newsletters.
- To use the mapping system to find site information and mark development site boundaries as requested
- To meet local residents and deal with routine enquiries on the telephone or face-to-face
- To assist in the arrangement of meetings, produce and circulate agendas and take notes when required
- To keep housing association performance data/ stock information and profomas for each development site and up to date
- To retrieve and collate information, evidence and statistics for reports and PowerPoint presentations to help inform strategy and development decisions
- To accompany Housing Strategy and Enabling/ Development staff on site visits
- To undertake the administrative processing of licenses
- To research and provide information for Freedom of Information requests
- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- This apprentice role will be managed by the Housing Development Officer and will not be responsible for any staff members. This apprenticeship is a unique opportunity to gain experience in the development of new affordable homes by the Housing Strategy and Enabling/ Development Teams and assist the Private Sector Housing Team.
- The Housing Development Team lead on the development of new build Council affordable homes. The Council is landlord to just under 5,000 properties. This involves ensuring repairs are carried out to its properties collecting rent and helping tenants conduct their tenancies in a correct manner. The Council also has a statutory duty to provide housing and homelessness advice to residents of Waverley and deals with around 800 enquiries a year. The Council has a Housing Register of around 1,600 people and re-lets around 300 properties a year to housing applicants.
- The Housing Strategy and Enabling Team lead on joint working with a range of Housing Associations who own and manage approximately 1,500 affordable homes in Waverley. Our Housing Associations build on average 50 new homes each year, including new homes for affordable rent and for shared ownership.
- The Private Sector Housing Team regulates the living conditions in properties in the private sector housing stock and assists in resolving landlord/tenant issues by a combination of advice, grant assistance and enforcement action. The Council has a statutory duty to require improvements where serious hazards are present and also to licence certain types of Houses in Multiple Occupation (HMOs) to ensure they are provided with suitable fire precautions and amenities. We currently deal with approximately 450 enquiries per year and licence 50 HMOs. Under new legislation commencing in October 2018 the number of HMOs requiring a licence will increase by more than 50. There is also a new duty to ensure that rented properties with a poor standard of energy efficiency are improved as far as possible; this new requirement could affect over 400 properties.

DEVELOPMENT

(WHAT YOU CAN EXPECT TO LEARN AND WHAT IS EXPECTED OF YOU IN THE COURSE OF YOUR APPRENTICESHIP)

	What you can expect from Waverley	What Waverley expects of you
3 Months	<ul style="list-style-type: none"> • To receive an introduction to and training in your role • To be part of a supportive environment • To be given training in relevant IT systems • To receive dedicated time set aside to work on your diploma 	<ul style="list-style-type: none"> • To attend Apprenticeship Induction • To attend Council Induction • To be punctual • To show commitment to the diploma • To be courteous to other members of the team
6 Months	<ul style="list-style-type: none"> • To learn how to respond to a basic level of customer 	<ul style="list-style-type: none"> • To have a positive approach to

	<p>enquiries</p> <ul style="list-style-type: none"> To receive dedicated time set aside to work on your diploma 	<p>learning</p> <ul style="list-style-type: none"> To deal with customers in a polite, friendly, helpful and respectful manner
12 Months	<ul style="list-style-type: none"> To receive dedicated time set aside to work on your diploma. 	<ul style="list-style-type: none"> To show commitment to the diploma. Fully deliver dimensions of the role as a team member.
18 Months	<ul style="list-style-type: none"> Assistance with developing your CV and support with applications for positions both internal and external to the Council. To receive dedicated time set aside to work on your diploma. 	<ul style="list-style-type: none"> Completion of the diploma.

CUSTOMERS AND CONTACTS

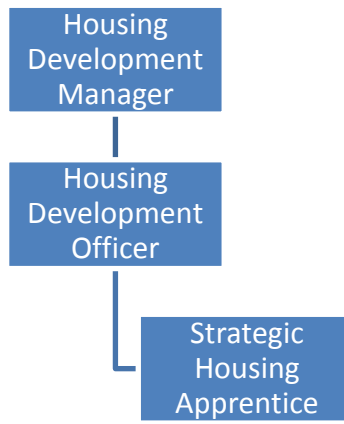
INTERNAL

- Housing Service teams, including service development, maintenance, tenancy & estates; Planning Policy Team, other teams with the Planning Service, Estates Services, Legal Services

EXTERNAL

- Waverley tenants and residents
- Other professionals providing external services to the Housing Strategy and Enabling/ Development Team, such as architects, consultants and employers agents
- Housing Associations, Rural Housing Enabler, Community Land Trusts, Shared Ownership Zone Agent

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Basic literacy and numeracy skills.	A/I	Maths, English and IT GCSE (or equivalent).	A/I/C
KNOWLEDGE /TECHNICAL SKILLS			Good understanding of Microsoft Office (e.g. Word, Excel, Outlook, PowerPoint). Awareness of Safeguarding	I A/I
COMMUNICATION	Positive attitude when asked to complete tasks. Good listening skills. Able to understand others' points of view.	I I I	Experience of using a range of different communication styles in a voluntary or paid job (e.g. face-to-face, telephone, e-mail, letter).	I
CUSTOMER SERVICE	Prompt in responding to inquiries. Friendly and helpful. Able to accurately record customers' requests. Motivated to help resolve customers' problems. Understanding of and commitment to promoting equality and diversity in service delivery. Accurate spoken English is essential for the post.	I I I I I	Experience of paid or voluntary work dealing with customers (e.g. as a receptionist, in a shop, bar or restaurant).	I

TEAM WORKING	Works with other people to achieve shared goals. Deliver the work set. Treat everyone with respect.	I I I	Experience of team working where you have achieved a shared goal (e.g. sports team competition, school project, Scouts/Guides badges etc).	I
MANAGING SELF AND OTHERS	Reliable. Able to meet deadlines.	I I	Experience of achieving assignment deadlines or helping to arrange an event or activity that had to run to time (e.g. school play/production, music event, school dance).	I
CAN DO APPROACH / ACHIEVING RESULTS	Takes pride in work. Responds to changing needs and circumstances. Keen to learn and develop skills.	I I I	Experience of making improvements to an existing project or starting something new (e.g. setting up a club or society or making changes to something in school or at work that has made something work better).	I
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I	Full driving licence.	A/I

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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Job title:	Apprentice – Strategic Housing	Post no:	AQ24
Service:	Strategic Housing and Delivery	JE score:	N/A
Teams:	Housing Strategy and Enabling, Housing Development, Private Sector Housing	Pay band:	Apprentice
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 35 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	1	
	Customer Service:	1	
	Team Working:	1	
	Managing Self and Others:	1	
	Can do approach/Results	1	
REVIEWED BY:	<i>Robin Taylor</i>	DATE:	Aug 2018
CHECKED IN:	HR	DATE:	Aug 2018
LAST UPDATED:		DATE:	