



Ipswich Borough Council
Job Description:

Housing Apprentice – Tenancy Services

Main Purpose of Job

To undertake a range of Tenancy-related tasks and projects to support the Tenancy Services operational area, whilst working towards your Housing Apprenticeship qualification.

Main Duties

1. Assist the Tenancy Services Team by preparing agendas, presentations and materials as well as taking minutes for meetings.
2. Help tenants to share their views of the service and represent themselves more effectively within the council, through a range of formal and informal participation events.
3. Work alongside teams in Housing Services and beyond to gain a broad knowledge of the social housing sector and understand how each area impacts on the customer and the other parts of the business.
4. Support the team by assisting with projects, administrative duties, and correspondence with customers and suppliers.
5. Supporting Tenancy Services in local initiatives and community events as well as assisting in the development of new service initiatives.
6. Assist Tenancy Services operatives with home visits and capturing up-to-date information on our tenants and their homes.
7. Support the Income Team with tasks to collect rent that is due and minimise debt.
8. Work towards your Apprenticeship qualification with due diligence.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Person Specification

Apprentice Housing - Tenancy Services

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	5 GCSEs Grade A*- C or Grade 4 to 9 including English and Maths		Application/Interview
Relevant experience	Experience of communicating with people within work, volunteering or school Experience of organising or assisting with team or group activities Experience of taking part in group discussions Experience of producing written information for newsletters, assignments, blogs or projects	Experience of working in a role that deals with customers	Application/Interview
Specialist knowledge	Able to use of Microsoft Office packages including Word, Excel, Powerpoint and Outlook systems	Experience of consulting with customers/service users An understanding of housing and community issues	Application/Interview
Personal skills	Ability to communicate effectively with a wide range of people, both orally and in writing Ability to organise own workload and meet deadlines Ability to produce presentations using		Application/Interview/Assessment

	appropriate materials Commitment to completing the Apprenticeship, and take responsibility for their own development Ability to work flexibly as part of a team		
Special working conditions	Ability and willingness to work outside normal working hours, including evening meetings Ability to travel if appropriate to attend relevant training	Full valid driving licence	Application/Interview