

Gravesham Borough Council

Division:	Housing
Department:	Housing Allocations Team
Section:	Social Housing
Post Title:	Business Administration Apprentice

Job Description

This is a generic job description for Business Administration Apprenticeship Scheme.

Localised variations to this job description may occur dependent upon placements during the one-year fixed term period.

Job summary

Responsible to the Housing Allocations & Voids Manager you will support the team in tasks relating to the councils housing register.

Learning Activities

Work towards completion of BTEC Diploma Business Administration level 3.

Providing administrative support and gathering work-based evidence towards the completion of NVQ portfolio.

Attend regular training programmes as required

Attend regular progress and review meetings with reviewer, line manager and assessor.

Agree and work towards completion of an individual learning plan.

Job activities

1. Supporting the Allocations Process.

- Assisting with processing housing applications in line with the local authority's allocation policy.
- Helping to check applicants' eligibility and qualification for the housing register.
- Gathering required documentation from applicants (e.g., ID, income details, proof of residence).
- Updating application details on housing management systems.

2. Customer Service & Communication.

- Answering enquiries from applicants by phone, email, and face-to-face under supervision.
- Providing clear information about the housing register, banding, waiting times,

- and bidding processes.
- Signposting applicants to other services such as homelessness prevention, welfare support, or adult social care.

3. Verification & Assessment Tasks.

- Assisting with initial assessments of housing need (e.g., overcrowding, medical needs, risk factors).
- Supporting senior officers in carrying out assessments.
- Helping to request and log supporting evidence from professionals (GPs, social workers, landlords).

4. Managing Property Adverts & Bidding

- Helping prepare and upload property adverts to the choice-based lettings system.
- Checking that adverts are accurate, up to date, and compliant with policy.
- Assisting with shortlisting applicants based on priority banding and eligibility.

5. Working With Landlords & Internal Teams

- Liaising with internal teams such as Voids, Tenancy Management, and Homelessness Services.
- Supporting communication with housing associations and private landlords when required.

6. Case Administration & Record Keeping

- Maintaining accurate, confidential records in line with data protection requirements.
- Inputting and updating information on housing IT systems.
- Preparing basic reports, notes, and letters under supervision.

7. Learning & Development

- Completing apprenticeship training modules and attending workshops/learning sessions.
- Shadowing experienced colleagues to develop sector knowledge.
- Gaining understanding of legislation.

8. General Administrative Support

- Supporting the team with scanning, filing, organising documents, and inbox management.
- Helping maintain workflow trackers and spreadsheets.
- Contributing to service improvements by sharing observations and ideas.

General

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder will comply with Statute and Council Policy in all respects.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnerships to reduce crime and promote community safety. It is also required that community safety is to be a theme running through all functions of the council

A commitment to excellent customer service and the values of the Council,

PERSON SPECIFICATION

Characteristic	Specification	
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)	Ability to carry out basic Office skills Ability to follow set procedures and routines	
KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)	Knowledge of Gravesham Borough Council and the services it provides.	
QUALIFICATION TRAINING (Educational/vocational qualifications and other training) Verification will be required	Willing to work to a NVQ Level 2 in Business Administration	5 GCSE's or equivalent A-C grade
EXPERIENCE (Level and type of previous experience)	Experience of using Microsoft Office An awareness of good customer service	Experience in customer service
QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team)	Good telephone manner Good team player	Understanding of confidentiality and Data Protection Act
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	Commitment to equal opportunities	