GRAVESHAM BOROUGH COUNCIL

Housing Services

***Post:***Business Administration Apprentice

***Responsible to****:* Senior Housing Options Practitioner

***Purpose of job****:* To learn skills in operational business administration. Whilst providing direct support to the Housing Options Team in relation to the delivery of efficient and effective Council Services. Developing your career, gaining valuable work experience and a recognised qualification.

**PURPOSE AND RESPONSIBILITIES**

To ensure a high-quality service in the performance of the Council’s statutory duties under the housing and homelessness legislation.

To provide support to the Housing Options Team as required including dealing with telephone enquiries from customers and others, responding to emails and other internal and external correspondence.

Provide administrative support for Team meetings i.e. setting minutes, collation and sending agenda and documents pre-meeting. Minute taking and including the recording of meeting actions.

To use multiple IT packages and systems relevant to the organisation to write letters or emails, create proposals, perform financial processes, record and analyse data.

To assist in the production of accurate monthly reports and documents including sending out email reminders and following up non-compliance.

To work as part of the Housing Options Team providing an excellent level of operational support.

To build and maintain effective working positive relationships within the team and across the organisation.

To meet all learning commitments of the apprenticeship as directed by your line manager, the Apprenticeships Manager or the learning/training provider.

# The above is not an exhaustive list of post functions and the post holder will be required to work flexibly and undertake other tasks.

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| CHARACTERISTIC | SPECIFICATION | |
|  | ESSENTIAL | DESIRABLE |
| SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties) | Good, proven standard of written English and ability to record and report information accurately and concisely.  Good, proven communication skills. Building good relationships is fundamental to the delivery of services.  Proven ability to use IT packages to prepare short reports on data and service statistics  The ability to manage own workload and work to team and project deadlines.  The ability to work flexibly within the team and contribute to a supportive work environment.  To be adaptable and flexible, working in a fast-paced & exciting environment.  Experience of dealing with customers in a courteous and helpful manner.  Understands the process of team working and the part they play in ensuring objectives are met. |  |
| KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | Knowledge and understanding of office administrative duties.  Good knowledge of Microsoft Word, Excel and Outlook  A good standard of numeracy and literacy and a willingness to work towards achieving a Business Administration Apprenticeship Level 3 | Previous office experience |
| QUALIFICATION **TRAINING**  (Educational/vocational qualifications and other training)  Verification will be required | Minimum of Level 2, GCSE or equivalent in English Language and Maths | NVQ Level 2 or above |
| EXPERIENCE (Level and type of previous experience) | Experience of handling customer enquiries, resolving queries face to face, on the phone and in writing  Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity. | Experience within a local authority or housing related field |

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| QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | Ability to remain calm and work under pressure in what can often be difficult situations.  Excellent customer service perspective  Takes ownership, being proactive and owning personal objectives. Seizing opportunities, driving excellence, engaging with the council’s priorities and furthering professional development.  Focuses on people, to consider the people who our work affects, internally and externally. To treat people fairly, with transparency and improve the lives of those we impact.    Ability to work on own initiative with minimal supervision  An organised and methodical approach to record keeping and files including electronic and manual systems |  |
| SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform) | Commitment to Equal Opportunities, the authority’s Core Values and Priorities. |  |