



## JOB DESCRIPTION

### DEPARTMENT

Housing (Strategy and Development)

### JOB TITLE

Housing Business Administration  
Apprentice

### HAY GRADE

Apprentice

### SALARY RANGE

As per Government guidelines

### RESPONSIBLE TO

Strategy & Development Manager

### RESPONSIBLE FOR

N/A

### HEALTH CONSIDERATIONS/RISK/SURVEILANCE REQUIRED

Visual Display Unit(VDU) habitual user, remote/lone working

## DESCRIPTION OF DUTIES AND RESPONSIBILITIES

### Overview

The Housing and Community Services department consists of the Strategy and Development Team, Private Sector Housing Team (housing standards, and disabled facilities grants), the Engagement and Support Team (housing options), and the Social Inclusion and Partnerships Team.

This is a diverse team covering lots of different aspects of housing and planning, and with links to the community, working with external partners and customers on a wide range of projects

Work can include helping to deliver affordable housing in rural areas, researching what rent levels are affordable for people of the Council's housing register, monitoring new house building and helping to hold events to publicise affordable housing and options for people in the District.

The post will support the Housing Strategy and Development team across a number of business administration tasks. The post will therefore:

- Provide business and project administration support for the Housing (Strategy and Development) team
- As an apprentice you will spend approximately one day per week working towards your qualification or taking part in training and development activities. It is required that you commit to the formal training as well as the on-the-job aspects.

- Supporting the team in maximising delivery of high quality, suitable and affordable new homes throughout the district
- Assist in partnerships to create sustainable and healthier communities
- Make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

### **Dimension of Job**

- Providing administration assistance across a range of projects, including maintaining spreadsheets, assisting with resident surveys, updating website information, researching and compiling information.
- Monitoring data and preparing monthly and quarterly reports for the development programmes.
- Achieve a nationally recognised Apprenticeship through studying and gaining skills within the service.
- To provide high levels of customer service both internally and externally.
- To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effect and authority.

### **Key Contacts/Communications Links**

#### **Internal**

- Joint Chief Executives, Communities teams, Housing teams, Planning teams, Communications team, Business Support Unit, Countryside team.

#### **External**

- Housing Associations (Registered providers), Partners such as Action Hampshire, Other local authority teams, Parish Councils, Councillors, Developers and developers agents, Help to Buy, Members of the public, Statutory and non-statutory organisations, voluntary sector organisations, private sector organisations.

### **Key Responsibilities/Specific Duties**

1. Monitoring the development programme spreadsheet and preparing stats on a monthly and quarterly basis.
2. Monitoring rent levels charged on new affordable homes (from the properties allocated through the choice based lettings system).
3. Assisting with new resident surveys.
4. Assisting with keeping the housing association stock list up to date.
5. Assist with comments on affordable housing developments and planning applications.
6. Helping to keep affordable housing development information up to date.
7. Helping to arrange meetings, consultation events and documents.
8. Helping to keep the website information up to date and researching good practice from other websites.
9. Assisting with compiling information for strategies and guidance documents e.g. Housing Strategy and Tenancy Strategy.

10. Assisting with assessing equality impacts of developments, projects and documents.
11. Assisting with project work which can include temporary accommodation provision, helping Parish Councils with rural housing schemes and communities who are interested in self-build and other community-led housing projects.
12. To provide high levels of customer service for our residents, staff, managers and external partners, so that they are made to feel warm, welcome, wanted and cared for.
13. To promote the HART values at all times by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with appropriately.
14. Where a post involves working with members of the public, the post holder has a responsibility to be vigilant in identifying potential safeguarding issues and conduct themselves in a manner that protects both themselves and members of the public.

## STANDARD CLAUSES

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Revised (Date) .....

Hay Job Evaluated (Date) .....



## PERSON SPECIFICATION

### POST: Housing Business Administration Apprentice

#### *The HART Core Values:*

Hart District Council aims to recruit candidates who are committed to delivering our core values. It is our aim that customers should feel warm, welcome, wanted and cared for when they are interacting with our services. To achieve that, all staff are expected to be helpful, approachable, responsive, and to take ownership, to ensure challenges, problems or enquiries are dealt with and appropriately concluded.

This person specification sets out what we are looking for when recruiting to the above post. The essential and desirable attributes we are seeking for this role are set out below:

CRITERIA	ATTRIBUTES	ESSENTIAL (E) OR DESIRABLE (D)	METHOD OF MEASUREMENT
EDUCATION/ QUALIFICATIONS	Applicants must be aged 16 and over with a minimum of 5 GCSEs A* - C or 9 - 4 (or equivalent) ideally to include Maths and English, however Functional skills Level 2 can be undertaken as part of the apprenticeship.	E	Exam results/ Certificate
EXPERIENCE/ KNOWLEDGE	It is recognised that this as an entry level job and candidates may not have prior work experience. Candidates will be required to demonstrate basic understanding of the role of the Council.	E	Interview
	Committed to providing high quality customer service	E	Interview
SKILLS AND ABILITIES	Ability to analyse and interpret data.	E	Interview

	<p>Ability to produce graphs, charts and reports.</p> <p>Ability to communicate and to present information clearly and concisely both verbal and written.</p> <p>Computer literate and proficient in Microsoft Office software</p> <p>Ability to make customers feel warm, wanted, welcome and cared for</p> <p>Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Interview</p> <p>Interview</p>
<p>PERSONAL QUALITIES/ APTITUDE</p>	<p>Self motivated with a willingness to learn.</p> <p>Keen and enthusiastic</p> <p>Ability to work as part of a team and/or alone as required.</p> <p>Able to use initiative within guidelines</p> <p>A commitment to your own personal development.</p> <p>Commitment to professional and personal development</p> <p>Ability to manage own time</p> <p>Commitment to delivering the best possible services for residents, and internal and external customers</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>MISCELLANEOUS / OTHER WORKING REQUIREMENTS</p>	<p>Full driving licence and access to a car for work purposes</p> <p>Ability to attend meetings out of hours</p>	<p>D</p> <p>D</p>	<p>Application Form</p> <p>Interview</p>

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Signatures:

Post Holder .....

Manager .....