



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Housing Officer Apprentice
Post Number	
Accountable to	Tenancy Services Team Leader
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	April 2024

Job Description - Principal purpose of job (role summary)

As a Housing Officer Apprentice you will work alongside existing Housing Officers who are responsible for delivering housing management in a neighbourhood area of local authority properties. They deal with the people and the property - making sure that the rent is paid, dealing with repairs, neighbour disputes, anti- social behaviour and providing support and help for tenants to help them manage their tenancy.

As you grow within the role your level of lone working, decision making and responsibility will develop.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

You would work as part of the Participation matrix as a Level 1 to 2.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
Live how we work with each other and our customers: <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Work with Housing Officers to gain skill, knowledge, and experience of the Housing Act 1985 and 1996 (as amended) and other relevant legislations.
Monitor and maintain relevant email inbox, triaging, replying to and assigning to other team members as appropriate and to sort, and process incoming post indexing and actioning as necessary.
Assist the Housing Officers with dealing with correspondence, emails and phone calls to provide tenant assistance.
Support tenants to meet their responsibilities to pay rent and ensure they meet their obligations as a tenant, taking appropriate action where the tenancy agreement is not complied with.

You will help tenants to sustain their tenancies in accordance with their tenancy agreement whilst delivering excellent customer service.
Work with the wider Housing Officer team to support their work on more complex cases to develop awareness and understanding.
Create and maintain comprehensive tenant notes as appropriate to support the successful management of the tenancy and required actions. For example, legal enforcement
Undertake a professional qualification in Housing and Property management at Level 3 as a minimum.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities and GDPR
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	Good standard of education to GCSE standard or equivalent.	
Knowledge	<p>Awareness of the housing environment or the wider housing environment including support services to enable tenants to thrive in their homes.</p> <p>Knowledge of Health and Safety issues</p>	

Experience	Have excellent customer service skills or experience of working with the public. Have confidence in using a variety of IT systems	Experience of Google docs
Communication	Have the ability to communicate effectively in person, on the phone and in writing.	
Relationship Building	Is able to work independently or as part of a team.	
Analytical	Have good problem solving skills.	
Planning/ Organising	Have good organisational skills	
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	