

Job Title: Housing Apprentice

Salary: £12,500 year 1
£15,500 year 2

Salary progression is based on successful completion of each year of the apprenticeship.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of similar type and level may be expected from time to time.

Main Duties

- To complete the apprenticeship training programme
- To contribute to the full range of tasks associated with the day to day running of Gentoo Operations (under supervision), including
 - Helping customers with a wide range of housing related enquiries
 - Carrying out a range of administrative support functions
 - Helping customers to manage their tenancy in a successful way
 - Working on front line cash and reception desks
 - Arranging appointments for customers
 - Maintaining accurate customer records
- To attend in-house training and college as and when required.
- To develop good working relationships with colleagues and support them when required

Training

The successful candidate will be expected to attend college on a day release basis and complete all work required for the qualification below to agreed timescales:

- Level 3 Housing and Property Management Apprenticeship Standard

Group Responsibilities

- To act as an ambassador for Gentoo Group at all times
- To comply with the Equality and Diversity policy at all times
- To comply with the Health and Safety Policy and procedures and draw to their manager's attention any unsafe working practice/conditions
- To comply with the Information Security Policy and draw to their manager's attention any security breaches

PERSON SPECIFICATION FOR THE POST OF APPRENTICE

This Person Specification lists the essential qualities, skills and experience you need to have in order to successfully carry out the job. **Please try and illustrate in your Personal Statement on your Application Form how you meet the following requirements.** You will also be asked about your skills, experience etc. at an interview.

Skills and Knowledge

- A positive attitude
- Effective communication and interpersonal skills
- Good customer service skills
- The ability to listen and follow instructions
- A good attention to detail
- Good practical skills
- A flexible and adaptable approach to work

Experience, Qualifications or Training

- Must have a minimum of 4 Grade 4 (C) GCSE's (or equivalent) including both Maths and English
- Ability to work in an office environment
- Have a good level of IT literacy
- Must be able to meet the travel requirements for the post