

Job Description

Job Title	Apprentice Resettlement and Move On Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing – Housing Solutions Service
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term apprenticeship working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Housing and property Management apprenticeship

Assisting the team to alleviate homelessness by supporting individuals and families through their resettlement and Move On journey into suitable, sustainable and settled accommodation. This includes addressing housing needs, managing those in

emergency, interim and temporary accommodation, and ensuring the discharge of statutory duties in collaboration with internal and external stakeholders.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Resettlement and Move On Team Leader

Main Areas of Responsibility:

- Work collaboratively with the client to implement the actions within their Personalised Housing Plan, updating and reviewing as required
- Assist the team to facilitate the discharge of statutory homelessness duties by ensuring timely and appropriate rehousing, ending homeless duty appropriately and in line with relevant homeless legislation
- Assist in the completion of risk and needs assessments for clients when necessary, referring to internal teams or external agencies for additional support as required
- Engage directly with clients in temporary accommodation, supporting their move into independent or supported housing, conducting regular reviews, monitor housing plan progress, and issue notices such as warning or non-cooperation letters
- Provide tenancy sustainment support for clients transitioning into permanent accommodation to reduce the risk of tenancy breakdown
- Oversee the placement of clients into temporary accommodation and ensure timely progression into long-term housing solutions
- Provide tenancy management and maintain liaison with licensor / landlord where the Council has leased properties for use for temporary accommodation

- Undertake basic checks at private rented properties used for rehousing to ensure suitability, in line with the Suitability of Accommodation Order 2012.
- Maintain and report on systems for tracking and managing temporary accommodation usage and financials ensuring efficient allocation and availability and audit
- Assist in the development and maintenance of partnerships with Council departments, housing providers, landlords, and support agencies to secure housing solutions for homeless clients
- Work collaboratively with service providers to address client needs, improve Move On outcomes, and reduce time spent in temporary accommodation
- Negotiate with clients and housing providers to set realistic expectations and secure mutually agreeable housing solutions
- Ensure accurate and timely recording of all client interactions, housing placements and case closures on IT and manual systems
- Comply with financial processes related to temporary accommodation, including bond claims and affordability assessments for clients

Supervision and Management Responsibility:

- Not applicable

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time
- This role will require visiting clients at their accommodation

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we



treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A)

Desirable

- Training in mental health awareness, substance misuse, or domestic abuse support

Experience

Essential

- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A,I)
- Providing excellent customer service within a busy environment (A,I)

Desirable

- An understanding of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation

Skills/Abilities

Essential

- Excellent time management and organisational skills (A,I)
- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff, managers, and members of the public (A,I)
- Good level of accuracy and able to pay attention to detail (A,I)
- Ability to respond to changing work priorities (A,I)
- Ability to work as part of a team (A,I)

Desirable

- Demonstrate a high degree of initiative and self-motivation

Commitment

Essential

- Empathy, patience, and a non-judgmental approach to working with people from diverse backgrounds (A,I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes

- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness

Other

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours