

Job Description

Job Title	Apprentice Neighbourhood Officer
Directorate	Neighbourhoods and Housing
Service Area	Neighbourhoods Service
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building and other locations across Liverpool as required
Disclosure and barring service (DBS)	Enhanced – Child and Adult Workforce, Child Barred List
Apprenticeship	Business Administrator Level 3 - Business administrator / Skills England

About the Role

The Apprentice Neighbourhood Officer will play a key role in supporting Neighbourhood Managers and the wider team to co-ordinate and facilitate cross-functional work focused on improving local outcomes and resident satisfaction at a neighbourhood level.

The role will be exciting and varied, with day-to-day work being shaped and driven by local and council priorities across neighbourhoods.

The Neighbourhood Officer will work closely with the Neighbourhood staff, internal colleagues and external partners to support the service delivery of projects and initiatives, including the design and leading of projects / task-and-finish activity that will support the delivery of neighbourhoods plans across specific neighbourhoods and the City.

The Apprentice Neighbourhood Officer will be supported to develop their skills, confidence and knowledge throughout the apprenticeship, with appropriate direction, feedback and opportunities to learn through practical experience.

What You'll Be Doing

You will:

- Support the coordination of local and partnership priorities, working with internal staff, partners, residents, businesses and community groups
- Assist in programmes of work that enable stakeholders/communities to co-design solutions to challenges and identify opportunities
- Support the team in responding to issues (challenges and opportunities) raised by members and stakeholders in neighbourhoods.
- Support the inspection and monitoring of service delivery and contribute to providing support to plans that will allow you to work with colleagues to implement changes and improvements
- Help identify opportunities to improve and innovate local services by learning from best practice and benchmarking with other neighbourhood areas.
- Contribute to the development, implementing and review of activity that supports evaluating strategies to shape future plans
- Provide administrative support to projects and forums, recording minutes and tracking and reporting key issues and actions
- Maintain project management documentation, e.g., implementation plans
- Process invoice payments and payment requests for the team
- Produce correspondence, reports, presentations and other documents as needed
- Support the team in developing standard operating procedures that improve the delivery of quality assurance and succession planning.
- Support the collection of data and community insights to shape and improve local services and report on key performance indicators

What You'll Learn

During your apprenticeship you'll develop knowledge and skills in:

- How to deliver and promote excellent customer service, both internally and externally
- Health and safety legislation
- Targeted community engagement and importance of working to improve residents' outcomes
- Stakeholder relationships - working with a wide range of partners and services
- Project coordination through facilitation and delivery
- Understanding communities through data and community insight
- Data and performance reporting

Is This Role Right for You?

We're looking for someone who:

- Is Passionate about the city of Liverpool and improving lives by enhancing our residents' environments and experiences
- Enjoys communicating and building rapport with stakeholders
- Has an interest in social media, marketing or digital content and promoting neighbourhood working at a hyper local level
- Will enjoy getting out into the community and meeting residents, partners and local organisations
- Can work as part of a team
- Is organised and willing to take on new challenges
- Feels confident using computers and is willing to learn new digital skills
- Willing to work across the city in different neighbourhoods