

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 support plays a key role in supporting Neighbourhood Managers and the wider team to coordinate and facilitate cross-functional work teams focused on improving local outcomes and resident satisfaction at a neighbourhood level.

The role will be exciting and varied, the day-to-day work shaped will be driven by local priorities across each neighbourhood. You will have the opportunity to work with many different services and across different subject areas that matter to communities. The Neighbourhood Officer will work alongside Neighbourhood staff and partners to

support the design and services on projects, designs and activities help improve resident experiences and support wider working within neighbourhoods, as well as supporting larger more complex city-wide initiatives, projects and strategies.

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 (activities and events) that enable stakeholders and 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, within designated neighbourhoods.
- Support the inspection and monitoring of service delivery and contribute to improvement plans that will allow you to work with operational colleagues to implement changes and improvements.
- Help identify opportunities to improve and innovate local services by learning from good benchmarking and best practice across with other neighbourhood areas and other local authorities.
- Contribute to the development, implementation developing, implementing and review of activity that supports evaluating strategies to shape future planning plans future for local communities and within designated neighbourhood areas
- Provide administrative support to projects and forums within designated neighbourhood areas, 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 across local services
- 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
- Campaign planning
- Project coordination
- Market research
- 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 with people
- Has an interest in social media, marketing or digital content
- 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

