Job Description

Job Title	PSH Apprentice Service Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	AP4
Competency Level	1
Salary	£26,016
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

A 24-month fixed term apprenticeship in Business Administration working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Provide a comprehensive range of office and management support

Provide excellent customer service within the Private Sector Housing (PSH) service

Directly Responsible For:

Not applicable

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Directly Responsible To:

PSH Service Support Team Leader

Main Areas of Responsibility:

- Provide administrative office support for the Private Sector Housing teams
- Assist with managing service email boxes for PSH, responding directly to queries or recording/assigning these for appropriate action by applications / enforcement staff
- Deal with scanned mail, take correspondence to mail rooms, collect invoices and bank cheques/payments
- Record/assign complaints about private sector housing including disrepair, potential hazards, and anti-social behaviour to appropriate teams / officers for investigation/enforcement action
- Record/assign complaints about Private Sector Housing through i-casework / Have Your Say procedure, chasing up outstanding responses with managers
- Record/assign all Freedom of Information requests to technical support officers/managers for response, distributing weekly reports on outstanding requests
- Follow set processes and procedures in relation to logging and initial investigation of housing related enquiries
- Assist with the arranging of briefings with landlords/property owners in connection with planned enforcement work
- Undertake purchase ordering, check good receipts, raise / cancel invoices in line with Standing Orders and Financial Regulations
- Maintain administrative requirements for service fleet cars
- Arrange meetings on behalf of the PSH, taking/distributing minutes and actions

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- Participate in Liverpool City Council's Apprenticeship Programme which will include undertaking the Level 3 Business Administrator apprenticeship. Apprentices are expected to commit to and complete all elements of the apprenticeship standard, as identified in the individual learning plan, to the best of their ability (with support as and when required)
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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:

- This post requires you to sit and use a keyboard and monitor or laptop for long periods of time

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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.

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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)
- Willingness and ability to undertake and complete all elements of the Level 3 Business Administrator Apprenticeship, including workplace learning, off the job training and assessment activities (A,I)

Experience

Essential

- Experience of providing administrative or clerical support in an office, customer service, education, voluntary or similar structured environment (A,I)
- Experience of dealing with enquiries from customers or members of the public, by telephone, email or in person, and providing a polite, helpful and professional response (A,I)
- Experience of accurately recording, updating or monitoring information using an electronic system, spreadsheet, database or other structured record (A,I)
- Practical experience of using Microsoft Word, Excel and Outlook, or equivalent applications, to produce documents or emails and record, organise or monitor information (A,I)
- Experience of handling financial, payment-related or other accuracy-sensitive information, such as invoices, receipts, purchase orders, payments, cash handling or maintaining financial records (A,I)

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Desirable

- Experience of working in a busy environment where several tasks, enquiries or deadlines had to be managed at the same time (A,I)
- Experience of arranging meetings, preparing papers, taking notes or recording and circulating actions (A,I)

Skills/Abilities

Essential

- Ability to communicate clearly and professionally, both verbally and in writing, with customers, colleagues and other relevant contacts (A,I)
- Ability to enter, check and maintain information accurately, with attention to detail and an understanding of the importance of complete and up-to-date records (A,I)
- Ability to organise and prioritise a varied workload, meet agreed deadlines and seek guidance where priorities are unclear or competing whilst able to adapt to changing priorities while maintaining accuracy and customer service standards (A,I)
- Ability to follow established procedures and instructions consistently, including when dealing with confidential, personal or financial information (A,I)
- Ability to work constructively as part of a team, share information and provide support to colleagues when required (A,I)
- Ability to use initiative within agreed procedures and recognise when a matter should be escalated to a more senior officer (A,I)
- Basic understanding of the importance of confidentiality, data protection and the appropriate handling of personal information (A,I)

- Understanding of the importance of providing a fair, respectful and customer-focused service to people from different backgrounds and with different needs (A,I)

Desirable

- Awareness of the role of local government or public services
- Basic understanding of financial administration, including the importance of accurate records and following appropriate approval procedures

Commitment

Essential

- Commitment to learning, receiving feedback and developing the knowledge and skills required for the role and apprenticeship (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council