

Job Description

Job Title	Apprentice Quality Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing Solutions Service
Grade	AP3
Competency Level	1
Salary	£24,796
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	N/A - Apprenticeship

Job Purpose

An 18-month fixed term apprenticeship in quality assurance in our housing solutions department working in a supported environment to develop skills and knowledge whilst undertaking the level 4 Quality Practitioner Apprenticeship

Provide support to the Review and Complaints Officer through effective monitoring and reporting of complaints for the Housing Solutions service

Directly Responsible For:

Not applicable

Directly Responsible To:

Performance and Quality Manager

Main Areas of Responsibility:

- Provide support to the Review and Complaints Officer through effective monitoring and reporting of complaints for the Housing Solutions service
- Support the Review and Complaints Officer by conducting relevant enquiries to assist with Section 202 review requests and Judicial Review cases
- Provide recommendations to the Review and Complaints Officer to improve casework processes within the Housing Solutions service
- Assist in drafting standard correspondence and managing administrative tasks for Section 202 review cases
- Support Commissioning and Contracts Managers in monitoring commissioned services and contracts, including tracking key performance indicators
- Provide administrative support to Commissioning and Contracts Managers, including general tasks and assistance during contract management meetings

Supervision and Management Responsibility:

- No supervisor 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:

- The job will include using a computer and sitting at a desk for prolonged periods of time

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

- 5 GCSE's (or equivalent) grades A-C / 9-4 including English and Maths (A)
- 3 A levels, a Level 3 Apprenticeship, or an equivalent level 3 qualification (A)

Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role including the completion of the Quality Practitioner Level 4 Apprenticeship.

Experience

Essential

- Experience of providing administrative duties in an office environment (A, I)
- Experience of dealing with customers face to face or over the telephone (A,I)

Desirable

- An understanding of homelessness
- An understanding of the Housing Act 1996 especially Section 202

Skills/Abilities

Essential

- Demonstrate excellent written and verbal communication skills (A, I)
- Well-developed, proficient IT skills including Microsoft Office Word, Outlook, Excel (A, I)
- Excellent organisational skills with the ability to prioritise own workload to meet deadlines (A, I)
- Ability to work as an effective team member (A, I)

Desirable

- Good analytical and problem-solving skills with the ability to gather, collate and interpret information
- An enthusiasm to learn new skills and put those into practice
- Have a keen eye with strict attention to detail
- Ability to respond to requests for information or perform tasks to tight deadlines
- Able to work under pressure in a challenging environment

Commitment

Essential

- Commitment to equality, diversity, and inclusion when dealing with our customers (A,I)



Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Flexible and adaptable in response to client needs
- Commitment to delivering high-quality services and achieving positive outcomes for residents