

Job Description

Job Title	Apprentice Booking and Accommodation Support Officer
Directorate	Neighbourhoods & Housing
Service Area	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 in housing and property management working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Housing and Property Management Apprenticeship

The Apprentice Booking and Accommodation Support Officer will support with the booking of emergency, interim and temporary accommodation for homeless households. Ensuring all documentation is received, checked, and stored in line with



provider agreements. This includes verifying documentation, managing booking details, addressing property complaints, and escalating issues as necessary. The role requires strong collaboration with internal teams, accommodation providers, and external agencies to ensure a smooth, quality service for homeless individuals and families.

Directly Responsible For:

Not Applicable

Directly Responsible To:

Housing Solutions Booking and Accommodation Team Leader

Main Areas of Responsibility:

Accommodation Booking and Coordination:

- Book emergency and temporary accommodation for homeless households, liaising with providers, landlords, and housing associations to secure suitable placements
- Maintain accurate records of accommodation status, costs, and property compliance documents, raising issues for escalation when needed
- Monitor and update records in work management systems, ensuring compliance with relevant homeless legislation when issuing documentation (e.g., 208 notifications, s188 offer letters)

Client Support and Issue Resolution:

- Provide clients with information about their emergency or temporary accommodation and address property-based complaints or concerns in collaboration with enforcement teams or internal departments

- Ensure timely resolution of issues raised by households or third parties staying in temporary accommodation

Data Management and Reporting:

- Maintain accurate and up-to-date accommodation booking information, including rental costs, payment records, and occupancy details
- Monitor property usage and provide regular updates on accommodation status, compliance, and complaints to the Booking and Accommodation Supervisor or as requested by Liverpool City Council Housing colleagues in absence of the Booking and Accommodation Supervisor

Collaboration and Communication:

- Work collaboratively with the Housing Solutions Service Team, external providers, and landlords to ensure seamless accommodation solutions
- Communicate with providers about property availability and tenant movement while maintaining accurate records of complaints and documents

Administrative Support

- Provide general administrative support to the Resettlement and Move On team, including scheduling meetings and coordinating with stakeholders, and contributing to the preparation of reports and audits
- Actively contribute to building a collaborative, inclusive, and professional team culture

Other

- Any other tasks relevant to role commensurate with the grade

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

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- 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)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Housing and Property Management Level 3 Apprenticeship qualification (A,I)

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

- Experience of using online booking systems for accommodation and travel



Skills/Abilities

Essential

- Excellent communication skills, both written and verbal (A,I)
- High level of attention to detail and accuracy in handling data (A,I)
- Able to work independently and as part of a team with strong collaboration and teamworking skills, with a focus on fostering positive working relationships (A,I)
- Able to build positive, collaborative working relationships with colleagues and external partners (A I)

Desirable

- Able to negotiate and resolve conflicts effectively
- Ability to work under pressure and manage multiple tasks

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

