

Job Description

Job Title	Private Sector Housing Apprentice Engagement Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
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 stakeholder liaison working in a supported environment to develop skills and knowledge whilst undertaking the Level 4 Public Relations and Communications Assistant Apprenticeship

Develop and deliver a comprehensive liaison programme and associated activities aimed at corporate and neighbourhood partners, tenants and leaseholders.

Ensuring the events are delivered to a high standard



Support the Private Sector Housing Managers in the delivery of key stakeholder communication and delivery internally and externally, driving increased participation of partners across the city region, tenance and leaseholders across all events to grow and maintain relationships

Directly Responsible For:

Not applicable

Directly Responsible To:

Private Sector Housing Engagement Manager

Main Areas of Responsibility:

- Assist in the development and delivery of a comprehensive liaison programme and activities aimed at Liverpool City Region partners, tenants, leaseholders, and landlords ensuring the events are delivered to a high standard
- Support the Private Sector Housing Engagement Manager in the implementation of the engagement strategy, driving increased participation of tenants and leaseholders across all events
- Work with the Private Sector Housing Engagement Manager to continually review the ways that we involve stakeholders and residents that may not usually engage and provide suggestions for improvements utilising non-traditional forms of contact
- Take the lead (following training) in engaging and facilitating collaborative working across directorates within the Council and with external stakeholders ensuring that they are effectively involved in resident engagement events
- Carry out research as to the effectiveness of our relationships as necessary in the support of better outcomes
- Work with the Private Sector Housing Engagement Manager to develop and maintain internal communications methods

- Create high quality information for stakeholders
- Attend, facilitate and support liaison events related to PSH activities

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 may include working in adverse weather conditions, standing or sitting for long 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

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (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 Level 4 Public Relations and Communications Assistant Apprenticeship qualification (A, I)

Experience

Essential

- Strong organisational skills, with the ability to plan and prioritise own workload, manage competing tasks and meet deadlines with appropriate support and guidance (A, I)
- Knowledge of IT software packages, e.g. MS Office packages including Word, Excel and Outlook (A, I)
- Experience or exposure of producing written content or documents for different audiences, with a willingness to develop skills in adapting content to meet user needs (A,I)



Skills/Abilities

Essential

- Good communication skills, both written and verbal, with the ability to communicate clearly and professionally with colleagues, managers and members of the public (A, I)
- Good level of accuracy and able to pay attention to detail (A, I)
- Ability to respond positively to changing priorities, adjusting tasks and focus as required (A,I)
- Ability to work collaboratively as part of a team and contribute positively (A, I)

Desirable

- Demonstrate a high degree of initiative and self-motivation

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commit to and complete all elements of the Level 4 Public Relations and Communications Assistant standard, to the best of their ability (with support as and when required)

Other

Desirable

- An understanding of quality assurance systems
Full Driving Licence

