



Job Description

Job Title	Apprentice Service Support Officer
Directorate	Neighbourhoods and 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 required
Job Evaluation Ref No	n/a - Apprenticeship

Job Purpose

An 18-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 Housing Solutions Service (HSS).



Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Service Support Team Leader

Main Areas of Responsibility:

- Provide administrative office support for the Housing Solutions teams.
- Assist with managing service email boxes for HSS, responding directly to queries or recording / assigning these for appropriate action by relevant officers / managers.
- Deal with scanned mail, take correspondence to mail rooms, collect invoices and bank cheques / payments as necessary.
- Record / assign complaints about HSS and assign to appropriate managers for investigation / action.
- Record / assign complaints about HSS 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 triage of homeless related approaches.
- Assist with the arranging of briefings or hosted events with stakeholders as required.
- Undertake purchase ordering, check good receipts, raise / cancel invoices in line with Standing Orders and Financial Regulations.
- Arrange meetings on behalf of the HSS, taking / distributing minutes and actions.



- 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:

- There is no supervisory or line management 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:

- Post will require sitting at a desk for long periods.

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.



Personal 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 Business Administration 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

- Providing business administrative support within a busy environment.
- Producing statistical information for service/management reports.

Skills/Abilities

Essential

- Excellent time management and organisational skills (A, I)



- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with staff, managers, and members of the public (A, I)
- Good level of accuracy and able to pay attention to detail. (A, I)
- Ability to respond to changing work priorities. (A, I)
- Ability to work as part of a team. (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 3 Business Administrator Apprenticeship standard, to the best of their ability (with support as and when required).

Other

Desirable

- An understanding of quality assurance systems.
- Full Driving Licence.