

Housing Solutions Apprentice (Housing Access Officer)

Service	Housing Solutions
Location	Housing Access Team
Salary	£9.18 per hour if 16 can apply now (£10.18 from April 2023)
Working week & Hours	37 hours – 4 days in work one day Qualification/college attendance
Contract type & Duration	Fixed-term Apprenticeship 18 months includes end point assessment
Reporting to Manager	<i>Kieran Oldfield – Senior Housing Solutions Officer</i>
Eligibility to apply	<p>Please note you are only eligible to apply for this role if:</p> <ul style="list-style-type: none"> You have been resident in the UK for at least 3 years (there are some exceptions to this, so applicants will need to be considered on a case-by-case basis as required). You are not in full time compulsory education by the time you start the apprenticeship. You are able to meet the entry requirements of the qualification and to undertake the studying and coursework required to complete the course.

Apprenticeships with Kirklees Council

If you are looking for hands on experience and learning on the job then an apprenticeship could be the right route for you. An apprenticeship with Kirklees Council will help you on your journey to grow your career alongside working towards a qualification. As a Customer Service Apprentice, you will be required to complete 18 month training programme that will cover all aspects of the role and will be delivered through attendance and blended learning delivered by a registered training provider. We are committed to recruiting a diverse workforce and would welcome applications from underrepresented groups.

Job Purpose

You will work as a Housing Solutions Apprentice (Housing Access Officer). You will be required to complete a 18 month training programme that will cover all aspects of the role and will be delivered through attendance at college or other distance learning methods. You will complete a Customer Service Specialist Apprenticeship and you will gain a Level 3 qualification.

College attendance and successful completion of these studies is an essential requirement of this Apprenticeship and is monitored and reviewed as part of the Apprentice role.



Housing Solutions Apprentice (Housing Access Officer)

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work and the right people to help us do that.

As an Apprentice within the Housing Access team, alongside your apprenticeship studies, you will provide our frontline Housing Access Team with the support they need to deliver a first-class advice and support service. You will process first stage queries and applications and signpost to specialist officers where appropriate.

You will be involved in the accurate collation and input of data to assist in the production of management, financial and performance information. You will assist in conducting the necessary checking, recording, registration and monitoring of enquiries, complaints, and applications in accordance with relevant procedures. You will maintain records and statistics to enable effective monitoring and forward planning utilizing appropriate IT systems. You will prepare and dispatch relevant communications in relation to Housing register Applications, Homelessness cases, HMO Licenses & Housing Compliance cases.

This role is based within Housing Solutions Service.

About You

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Flexible and proactive with a positive approach you are open to new ways of working and keen to provide excellent customer service.

In this role you will be supported to gain new skills and experience to equip you to develop and progress within Kirklees Council.

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

Key areas of Responsibility

You will be a flexible, responsive, and efficient assistant with a range of duties including:

- Respond to enquiries sensitively and resolve appropriately, directing more complex calls to the appropriate officer. Ensuring effective communication is maintained with internal and external teams and services.
- Initial assessments of housing register applications on low level housing needs and refer appropriate cases to specialist officers.
- Deal with confidential and sensitive information appropriately.
- Produce documents formatted to service standards and within deadlines.
- Provide effective, flexible, and responsive administrative support.

You will work proactively as a member of a team to achieve team and service objectives, offering support to colleagues as required.

Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
An interest in developing skills to assist in problem solving, providing information to customers, and assessing needs	Essential
Basic understanding of Equality, Diversity, and Inclusion	Essential
Able to commit to personal and career development and willing to undertake further training. (Such as Maths/English or initial industry specific training)	Essential
Basic understanding and experience of using IT systems	Essential
Have a flexible and adaptable approach to working in a team	Essential
Accepts that a DBS check will be required	Essential

How to apply

If you would like to apply for this role, click on the **Apply for this Job** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

Should you experience any difficulties using the online application system, please email Council.Apprenticeships@kirklees.gov.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Privacy Notice - at Kirklees Council we take your privacy seriously and will only use your personal information within Kirklees Council to support your expression of interest. We will hold the information about you securely, and no longer than reasonably necessary.

Further information - If you would like further information about [how-we-use-your-data](#), please see the privacy notice for Kirklees Council.