

Job Profile



Post Title:	Housing Trainee	File Reference Number:
Directorate and Service:	Communities Directorate, Housing Services	
Reports to:	Housing Operations Manager	
Grade:	FC3 progressing to FC5 dependant on attainment of qualifications & skills as per the scheme of progression.	
Job Purpose:	<p>To become professionally skilled and competent as a member of an operational housing team providing a comprehensive range of landlord and estate services.</p> <p>To attain vocational qualifications in Housing, supplemented with professional certification from Chartered Institute of Housing (Scotland).</p>	
Key Tasks & Responsibilities:	<ul style="list-style-type: none"> • Help with a range of project work, applying learned skills as part of a project team. • Carry out research and analysis to identify appropriate proposals / solutions for your project team. • Assist in production of a range of written material including reports, policies / procedures / processes and guidance, using a range of software packages. • Provide advice to tenants and support the implementation of decisions where necessary. • Provide customers with housing information as required. • Provide support to Housing Teams on various tenancy and landlord issues 	

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	<ul style="list-style-type: none">• Support Housing Services at internal meetings including consultations, cross-Service working groups & project teams• Dealing with general housing enquiries from tenants, following these through to assistance, provision of information, access to services, referral for support. This may involve discussing the enquiry with a range of internal and external colleagues to reach a mutually acceptable solution.• Maintain a range of work-related records for customers and colleagues, and keep personal records up to date• Adhere to Council policies protecting records, customers and self while undertaking duties• The job holder may be required to undertake duties appropriate to the job, other than those given on the job profile. The particular duties and responsibilities attached to the job may vary from time to time without changing the overall purpose of the job and would not, therefore, justify reconsidering the grade of the job.
Special Conditions:	<p>A traineeship is a work-based training programme that leads to an industry approved qualification. As part of this job role the post holder will be expected to undertake a recognised and approved course of study leading to an SVQ3 and SVQ4 in Housing. In addition, the post holder will be expected to attain certification with Chartered Institute of Housing.</p> <p>These vacancies are restricted to applicants who currently live in Fife. You must also be aged between 16 and 24 as at 2nd August 2021.</p> <p>Please tick yes within the online application form if you already hold or <u>expect to achieve</u> the required qualifications.</p>

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The online application form will ask you to detail three years' experience before you can progress through it. If you do not have three years of experience, please enter 'school' or 'unemployed' or another relevant phase to allow progress.

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Attributes	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> • Ability to produce good quality written work • Experience of data collection and analysis 	<ul style="list-style-type: none"> • Experience of public sector working • Experience of project work 	Application Interview References
Education, Qualifications Training and Professional Memberships.	Educated to SVQF level 5 (4 qualifications at intermediate 2 level or above to include English and Maths) Hyperlink to the SCQF5 Framework www.scqf.org.uk/framework-diagram		Application Interview Proof of qualifications
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> • Interest in the work of Housing • Research & problem solving skills • Ability to empathise with service users in order to offer the right services • Ability to use MS Windows based packages 	<ul style="list-style-type: none"> • Ability to make presentations to a range of audiences • Understanding of local and national housing issues 	Application Interview Skills test/s References

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Attributes	Essential	Desirable	Assessment
	<ul style="list-style-type: none"> • Ability to use own initiative and work to deadlines 		
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Well-developed written and verbal communication skills • Good interpersonal skills • Ability to work effectively as part of a team • Ability to cope well with challenges and change situations • Ability to operate effectively to deadlines 		Application Interview Presentation References
Health & Physical Attributes	<ul style="list-style-type: none"> • Ability to provide a regular and effective service. • Ability to travel to different locations as appropriate 		Pre-employment health screening References
How We Work Matters	2021 How We Work Matters details the behaviours are required for successful performance in the role.		Application Interview

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Attributes	Essential	Desirable	Assessment
	<ul style="list-style-type: none">• Myself• My Team• Our Community• Our Organisation		