

Job Profile



Post Title:	Modern Apprentice Housing Level 2	File Reference Number:
Directorate and Service:	Communities Directorate, Housing Services	
Reports to:	For overall management to the Service Manager (Housing Operations) but day by day to the Lead Officer in whose team the MA is placed for training	
Grade:	Year 1- 50% of FC4 Year 2- 80% of FC4	
Job Purpose:	As a Housing MA, you can expect to gain an understanding of the customer journey from homeless, to gaining a new home from various landlords, caring for the home during the tenancy and managing the estates the houses sit in.	
Key Tasks & Responsibilities:	<ul style="list-style-type: none"> • Customer Contact Management • Delivering a high level of customer care • Home visits (accompanied) • Providing information and advice • Processing and monitoring applications for service • Working with partners and stakeholders • Records Management and upkeep • Processing information requests • Imputing and extracting information in relation to IT systems • Compilation and production of reports • General administration duties 	

Job Profile



General Tasks & Responsibilities:	You will support the staff carrying out work with our tenants and prospective tenants, through job shadowing, small projects and limited contact with customers over the phone and by letter. You will help maintain the records on customers and properties using Housing Management Information Systems.
Special Conditions:	<p>The apprentice must achieve milestone targets related to completion of Housing Level 2 MA framework as agreed on an individual Training Plan.</p> <p>A modern apprenticeship 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 work towards and gain a SVQ2 in 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> <p>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.</p>

Attributes	Essential	Desirable	Assessment
Experience	<p>Appreciation of tasks undertaken within a Housing environment</p> <p>Knowledge of IT and various software packages with particular reference to Word & Excel</p>	<p>Relevant experience in a housing or similar environment</p> <p>Relevant IT experience with particular reference to Word & Excel</p>	<p>Application</p> <p>Interview</p> <p>References</p>
Education, Qualifications Training and Professional Memberships.	<p>Educated to SVQF level 4 (4 qualifications at intermediate 1 level or above to include English and Maths)</p> <p>Hyperlink to the SCQF Framework www.scqf.org.uk/framework-diagram</p>	<p>Higher Grades in English & maths and relevant subjects</p>	<p>Application</p> <p>Interview</p> <p>Proof of qualifications</p>
Skills, Abilities & Knowledge	<p>Able to work well on own initiative</p> <p>Ability to deal with the public face to face/by telephone/by letter</p> <p>Ability to organise tasks, setting and monitoring of standards</p> <p>Good communication skills</p>	<p>Awareness of Fife Council functions</p>	<p>Application</p> <p>Interview</p>
Interpersonal & Communication Skills	<p>Strong inter-personal skills</p> <p>Ability to work as part of a team</p> <p>Good verbal and non-verbal communication skills</p>		<p>Application</p> <p>Interview</p>

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Attributes	Essential	Desirable	Assessment
Health & Physical Attributes	Ability to provide a regular and effective service.		Pre-employment health screening
How We Work Matters	<p>2021 How We Work Matters details the behaviours are required for successful performance in the role.</p> <ul style="list-style-type: none"> • Myself • My Team • Our Community • Our Organisation 		Application Interview