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**B.E.E. part of our team…**

**Housing Administration Apprentice**

This booklet is designed to assist you in applying for the post. It is different to the more conventional recruitment processes because we feel that it’s important to welcome employees into the council who appreciate and are able to work within the council’s values and behaviours.

The following information will help you to understand our journey and encourage you to demonstrate how your skills, experience and achievements will be an asset to North West Leicestershire District Council.

No other information will be considered with your application i.e. CVs and additional pages of information.

**If you need help with any aspect of this process please contact the Human Resources Team on 01530 454525**

**Our approach in developing effective relationships…**

The council approaches new challenges, whether they are nationally or locally created, with enthusiasm and a belief that there is always a solution to any problem. These solutions can be found through effective and valued relationships, both internally and externally.

We are committed to **listening carefully** to the issues being raised by a broad range of people such as local communities, businesses, individual cases and council colleagues. In listening we **support what is possible** to be deliveredand agree expectations which are **fair** to all. We **deliver to the** **jointly agreed quality** whilst **using the council’s resources wisely.**

Should we fall short of this in any way, we aim to learn and improve in those areas.

We believe in valuing our staff during the challenging events we need to deal with and with this in mind the Best Employee Experience programme has been developed. The objective is to bring together all our own best practice, plus learning from others in the public, health, educational and private sectors to provide a consistent approach to recruiting new staff who will own and deliver our commitment to creating valued and effective relationships.

Bev Smith

Chief Executive

Job description

**Post title: Housing Administration Apprentice**

**Team: Income & Systems Team**

**Approved grade: Apprentice Rate**

**Core responsibilities**

1. Provide administration support to the Income & Systems Team.
2. Provide administration support for team colleagues.
3. Following full training, respond to customer enquiries and requests.
4. Process and log information and update central databases.

**Additional responsibilities:**

1. Raise and process invoices and customer payments.
2. Support financial year-end programme within Rent Accounting.
3. Undertake duties for other teams within the Housing Service as required.
4. Participate in the Council’s Best Employee Experience (BEE) Scheme that includes the Reflections appraisal review including training and development needs.
5. Attend College as required by the terms of the Apprenticeship and to successfully complete relevant training courses and examinations as and when required.
6. Attend regular review meetings with the College and/or Employer as required.
7. Undertake any other reasonable tasks appropriate to the grading of the post.

In all of our jobs, there are core duties and peripheral duties - the ones which the team undertakes and are the responsibility of all.

This diagram is designed to help you see what those duties are:

Respond to customer service requests in line with Council customer service standards

Provide advice on to our customers on their rent and tenancy accounts

Process payments and tenancy changes as requested

Liaise with Customer Service teams in providing accurate information to customer enquiries

Support the Income & Systems Team Leader as required

Undertake and successfully complete the NVQ course managed through Stephenson College

Maintain and improve the customer Equality and Diversity database

This job description describes the general duties of the job and does not preclude other duties which are necessary for the efficient service delivery of the council and team in serving its communities and meeting its objectives.

In consultation with you, it may be varied by the council to reflect actual, contemplated or proposed changes in or to your job.

Your team leader will commit to providing relevant, identified support and training in return for your commitment and dedication to the job role.

Employee specification

The employee specification is split into different sections to give you an indication of what we are looking for at all stages of the process.

Key questions or criteria are developed to set minimum criteria for this job.

In the role of Housing Service Apprentice it is essential that you can answer yes to the following criteria:

1. Are you are eligible to work in the UK?
2. Are you eligible to undertake the required training course at college?

**Shortlisting questions** – *please note this section is not required for the initial stage of application to Stephenson College*

Please imagine yourself in the role of the Housing Service Apprentice and show how your previous experience and achievements may contribute towards your success in the role.

To help you provide a quality summary of your experience and achievements to date, your answers must be limited to 300 words per criteria.

1. **Use our resources wisely** - give examples of how your work has ensured value for money.
2. **Support what is possible** - give examples of how you have identified, agreed and delivered outcomes using listening, negotiating and delivering skills.
3. **Be fair and proud** - give examples of how you have shown pride in your work and taken individual responsibility for the work you do.
4. **Listen carefully** - give examples of how you listen to the needs of customers and colleagues.
5. **Deliver agreed quality** - give examples of how you set targets and monitor your work to ensure you deliver.

**Interview criteria**

If you are shortlisted and invited to interview, the panel will be looking for evidence that you meet the following criteria.

Not only are we looking for evidence of work experience and knowledge but we are also looking at behaviours.

We will use a number of assessment techniques throughout the process, these may include:

* interview;
* group discussions;
* work-based exercises;
* psychological profiling;
* presentations; and
* references.

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| **BEHAVIOURS** |
| * Willing to undertake and pass and NVQ in Business Administration * An appreciation of health and safety legislation and good practice. * Willingness to learn and take constructive feedback * Willing to interact with Housing Service customers and provide accurate and relevant information * Able and confident to deal with tenants and/or members of the public. * Willing and committed to undertake all training as required via both the College and the Council. * Willing to adhere to the Council’s policies and procedure appropriate to this post. |
| **TECHNICAL** |
| * Ability to carry out actions as required to complete tasks. * Able to update systems with information as directed * Able to complete all relevant reports and records, manually and electronically * Able to work independently and complete tasks accurately |
| **TEST AT INTERVIEW** |
| * Pre selection by Stephenson College followed by an interview and assessment by North West Leicestershire District Council. |

To help you see where this post fits into our organisation, we’ve added an organisation chart.

The Housing Administration Apprentice will sit within the Income & Systems Teams which sit within Housing Services.

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**Conditions of service**

A full statement of the terms and conditions of employment will be given to you if you are the successful applicant. However, the following provides a summary of the main terms and conditions.

**Salary scales and conditions of service**

**North West Leicestershire Apprenticeship Rates**

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| --- | --- |
| **Year** | NWLDC rate |
| 1 | £7.18 |
| 2 | £7.60 |
| 3 | £8.03 |
| 4 | £8.45 |

Salary is paid on the 25th day of each month, by bank transfer.

**Hours of work**

36.25 hours, you will be required to attend college one day per week.

**Holiday**

Annual leave entitlement is 24 days which increased to 28 days after five years continuous service in local government. In addition, there are nine bank holidays. For people who work part-time leave is calculated in hours, pro-rata to the contractual hours.

A scheme is in place whereby you can purchase limited additional annual leave on a salary sacrifice arrangement.

**Notice**

This post requires a notice period of 4 weeks

**Pension**

You are automatically included in the Leicestershire Pension Fund. Pension rights are usually transferable if an officer moves from one public authority to another.

**Probation**

You will be subject to a probationary period of at least 6 months. Subject to satisfactory completion of your probation you will be confirmed for the remainder of your Apprenticeship agreement.

**Smoking at work**

The council has a Smoke Free Council Policy in place.

**Use of vehicles**

The use of a council vehicle during work hours may be provided subject to appropriate checks.

**Immigration, Asylum and Nationality Act 2006**

You must be eligible to work in the UK. Candidates will be required to provide original evidence of his/her eligibility to work in the UK. (Passport, national insurance number, or visa/work permit).

**Medical assessment**

Any offer of employment will be subject to a satisfactory medical assessment.

**Where we are**

North West Leicestershire District Council is both the council’s name and geographical location and is situated between Leicester, Burton upon Trent, Derby and Nottingham. The area of the district is 108 square kilometres and the population is 88,800. We are “In the heart of the National Forest”

Main roads through the district are the M42/A42 between Birmingham and Nottingham and the A50/A511 between Leicester and Burton upon Trent. The M1 motorway, which runs through the district, is accessible from junctions 22, 23, 23A and 24. East Midlands International Airport is also situated within the district and the nearest railway stations are at Burton upon Trent, Loughborough and Leicester.

In order for us to understand and work closer with our communities, the district is divided into three Community Focus Areas:

**The areas**

* **Ashby, Measham and Moira**
* **Coalville**
* **Northern Parishes**

**Community focus key objectives**

Provide a framework for agencies to work together to put plans in place so that local people can shape local services and their communities

* Ensure the district council has a greater understanding of its communities
* Ensure the district council can map out existing levels of community activity and draw up community profiles
* Ensure the council and all of its services are responsible for delivering and creating the ‘Improving Local Services’ agenda and co-production of service.

**Your application**

**References**

Check that your referees are happy for us to contact them. If you do not wish a reference to be taken up at this stage, please mark this clearly on your form. It is our policy to approach referees before making an offer of employment. Please note that in entering the name(s) of referees in the section you will be deemed to have given your consent to us approaching these people for purposes of verification.

Do not use relatives as a referee, these will not be accepted.

**Equalities**

In accordance with current legislation and codes of practice we aim to ensure that no councillor, employee or prospective employee will be treated unfavourably on the grounds of marital status, gender, age, disability, sexual orientation, race, nationality, ethnic or national origins, trade union membership or activity, political or religious belief and unrelated criminal conviction.

Every possible step will be taken to ensure that individuals are treated equally and fairly and that decisions on recruitment, selection, training, promotion and redeployment are based solely on objective, non-discriminatory criteria.

The council will aim to employ a workforce that broadly reflects the community we serve. Appropriate steps will be taken to ensure that individuals from groups that are currently under-represented in the council’s workforce are encouraged to apply for posts within the authority.

The council will continue to develop and implement non-discriminatory practices to ensure that individuals are treated with dignity and respect. In attempting to ensure equality in all matters of employment a monitoring procedure has been established. In order to effectively monitor the policy, applicants are asked to complete the equal opportunities policy form at the end of the application form. The information contained on this form is strictly confidential and is treated separately from the application form.

**Personal information**

Your personal details at the end of the form are needed to enable us to contact you. Write your name, address and a contact telephone number clearly. You are also asked to complete other information, which will only be used for equal opportunities monitoring purposes. These details will not be included in the form when it is shortlisted.

**Relationships to officers and councillors**

You must declare if you are in any way related or the partner of a councillor or officer of the council. If you are related to such a person, you must state if you are their parent, grandparent, partner, child, stepchild, adopted child, grandchild, brother, sister, uncle, aunt, nephew or niece. This will not prevent you from being appointed. You must not seek the support of a councillor for any appointment in the council. If you seek the support of a councillor, you will be disqualified from that appointment.

**Dates you are unable to attend**

We will seek to accommodate a suitable date for candidates indicating their unavailability for interview, however we cannot guarantee being able to offer you an alternative date.

**Disabilities**

Disabled people will be offered an interview if they meet the essential requirements of the post.

An applicant with a disability should be able to carry out the duties and responsibilities of the post set out in the job description and meet the requirements of the post concerned ‘with reasonable adjustment’ within the meaning of the Equality Act 2010. This also requires the employer to make any ‘reasonable adjustments’ if an applicant is selected for interview.

The adjustments mean we have to provide practical assistance to disabled people for example, accessible venues, test materials in formats such as Braille and / or tape, rest periods during the interview process and a support worker for the interview. If you require any help in completing your application form, such as large print copies of information, or tape or Braille information, please contact the Human Resources Team.

**Declaration**

Your application should be signed and dated. Any information that may be false will disqualify you from appointment, or if appointed will render you liable to dismissal without notice.

**What then?**

After the closing date, your application will be considered and if your experience and achievements closely meet all the values of this council, within the context of the post you have applied for you will be invited to interview. The shortlisting officers will only use information from the application form and will not make assumptions.

Your application form is assessed to see how your skills, experience, knowledge and qualifications match the requirements for the job.

We do not shortlist applicants who do not appear to meet the essential requirements in the person specification.

**The interview**

The interview panel will be made up of at least two members. The panel will ask the same basic set of questions to each candidate and supplementary questions may be asked based on your answers. We will be looking for you to give examples of what you have done and give examples of experience you can demonstrate.

Not only will be we asking technical questions about your experience, skills and abilities but we will be looking at how you behave in work situations and what your preferred working style is. This is to assess your ‘fit’ within the organisation. If the ‘fit’ is right then you will be happier in the job and we’ll be happier with your performance.

Most of our interviews will be a two stage process so that quality time can be given to ensure we get to know you and that you get to know us. It is also your chance to ask questions about the job, terms and conditions of service, etc. You may notice members of the panel making notes. This will be done against an assessment sheet so that the reasons for their decision are consistent and justified. It will enable the panel to recall which candidate said what, which will determine the decision for the best candidate for the post.

Occasionally we will need you to undertake a personality profile and tests as part of the selection process. This enables us to assess your skills, experience and knowledge in a way that is more efficient than asking questions. The tests will always be job related and will be just one of the factors considered in the final outcome.

You will be notified in the invitation to interview if the selection process is to include personality profile or tests.

Often several people will be invited for interview and whilst we make every effort to remain on schedule, your interview may take place later than your appointment time. If this happens, we will not rush your interview.

After the interview the panel will notify you of when and how you will be informed of the outcome. The panel members will discuss their individual marks against the assessment sheet. If a test has been conducted the marks from this will also be incorporated at this stage. The panel will then determine who matches the job specification most closely, and select the successful applicant.

**What can I expect if I’m successful?**

If you’re successful at interview you will join us at an exciting time. With the development of the B.E.E. (the Best Employee Experience) programme you will become part of an organisation that wants the best for its employees.

Our commitment to you is that you will become….

**BEE part of our team**– you’ve already become part of us through our recruitment processes

**BEE welcomed** – our welcome package for new employees includes a settling in period and probation

**BEE valued** – we will continually support and encourage you through regular appraisal and one to ones

**BEE your best** – we will support you and inspire you through our training and development processes

**BEE in the know** – our employee engagement package offers a range of schemes and programmes to ensure you feel informed and valued throughout your time with us

**BEE prepared** – when you leave our employment, we want you to have benefitted from your time with us and keep in touch.