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|  | **Role Profile****April 2018** |
| **Job Title:** | **Housing Apprentice** |
| **Reports into:** | People and Culture |
| **Department / Location:** | Customer Services – Wembley |
| **Role Purpose:** | * To provide support and assistance to the business by providing first class customer service to Internal and External clients.
* To build their knowledge regarding the Housing sector and obtain a Housing apprenticeship plus a professional qualification from Chartered Institute of Housing.
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| **Key Responsibilities and Accountabilities** |
| 1. To Support colleagues within the Housing Team in the day to day delivery of office functions.
2. To answer telephone enquiries from internal and external customers.
3. To support in the process of invoicing and payments within the Customer Services Directorate.
4. To support Customers explore their housing options.
5. To develop the skills and knowledge consistent with the post of Housing Apprentice.

**Standard Responsibilities** Adopt and comply with Network values, policies and procedures, and regulatory frameworks including: * Code of Conduct
* Health & Safety
* Data Protection, privacy and use of IT resources
* Regulatory standards and probity
* Risks and internal controls framework
* Human Resources policies and procedures
* Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.  |

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| **Person Specification** |
| **Education*** Minimum GCSE English and Maths Grade D or above.

**Knowledge and Skills Required*** No prior knowledge or skills are required.

**Experience Required*** Experience is not required for this role as on the job learning and support will be provided.
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| **Additional Information** |
| * This may include requirements to travel or work outside of standard hours, DBS
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| **Organisational Competencies** |
| **We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate** **the four HART behaviours:-****Hungry** – I am ambitious to succeed* Optimistic: I am can-do and focussed on what can be done
* Creative: I find new ideas and solutions to challenges
* Bold: I get out my comfort zone and try new things
* Motivated: I welcome feedback and want to succeed

**Accountable** – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively * Resilient: I work hard to make things happen
* Disciplined: I am realistic and do what I say I will do
* Personal ownership: I take ownership of an issue until it is resolved
* Confident: I make decisions that are within my remit

**Respect** – I treat everyone with respect and understanding I arrive on time and take full part in meetings* Prepared: I arrive on time and take full part in meetings
* Communicator: I listen to others and work hard to communicate well
* Responsive: I always answer a ringing phone and respond quickly
* Self aware: I put myself in others’ shoes and understand how my actions impact on others

**Together** – I am proud to be one team* Positive: I talk positively about Network Homes as one team
* Proactive: I put myself forward and build great relationships
* Supportive: I support and recognise the contribution of others
* Role model: I genuinely believe I make the difference
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