

Housing (Decant Support) Apprentice

Directorate:	Neighbourhoods	Line Manager:	Neighbourhood Development Manager
Team:	Neighbourhood Development	Role Type:	Operational

To support the Decant Co-ordinator in moving customers following the redevelopment of a neighbourhood.

Key Responsibilities	<p>This details the core duties and expectations of the roles (not a task list)</p> <ul style="list-style-type: none"> • To liaise with colleagues and other stakeholders to give or find information to resolve problems • To build and develop strong relationships with partner agencies • To provide accurate, good quality and timely advice and assistance to all applicants • To understand and contribute to the achievement of performance targets for the rehousing service and produce statistics as needed • Attend project meetings, as required, and gain information on the progress of the decant programme • To support the Decant Coordinator to carry out all necessary tasks to ensure that the process of decanting a customer from one property to another is as easy as possible, this includes: <ul style="list-style-type: none"> • Working with support providers and other applicant advocates • Ensuring all contacts are logged on ICT systems accurately • Referring applicants for appropriate support where necessary • Working with other Registered Providers across Trafford • Signing up transferring tenants explaining rights and responsibilities • Completing CORE forms • Ensuring all relevant information regarding support/vulnerabilities are input on the system • Coordinating the carpeting and decorating of the new property • Assisting in the arranging of furniture removal and delivery • Facilitating other requirements associated with the move such as appliance disconnection and reconnection, post redirection etc • Other reasonable duties in line with the needs of THT
Key knowledge / Skills / Qualifications	<p>Academic/ vocational/ professional qualifications (if any) and/or experience or knowledge or skills required/desired (if any).</p> <ul style="list-style-type: none"> • Enthusiasm for the role and THT • Good communication skills, both orally and written • Ability to work independently, as well as being a good team player • Good organisational skills • Good problem-solving skills • Willingness to learn and grow • Good standard of education, ideally GCSE's in English and Maths, Grade C / Grade 4 or above • Good customer care skills

The duties and responsibilities in this role profile may not be exhaustive, and may be subject to change at any time due to reasonable accommodation or changing organisational needs.

- Empathy and understanding to communicate with people from a variety of backgrounds