



## Job Description

<b>Title:</b>	Degree Apprentice – Housing Policy and Practice
<b>Reports to:</b>	Apprenticeship Delivery Manager
<b>Based at:</b>	Locations are available across Norfolk and Suffolk
<b>Hours of work:</b>	37 hours per week at times agreed with the Line Manager

### Key objective of role:

A degree sponsored management programme to actively develop people in all housing related service areas such as asset management, development, housing and research, whilst working and studying an accredited degree in Housing Policy and Practice

### Main responsibilities:

1. Commitment to a 4-year professional training programme;
2. Involvement in day to day work related activities and project work in housing related service areas such as asset management, development, housing and research;
3. To take personal responsibility for self-development:
  - Undertaking daily tasks across core and support functions
  - Applying knowledge gained from the apprenticeship programme
  - Self-reflections
  - Study theory
4. Ensure our services are delivered effectively by providing outstanding customer service;
5. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace;
6. To take personal responsibility for seeking value for money opportunities to get the service right first time; and
7. Take personal responsibility for the understanding and application of the Flagship Way by the team and individuals.
8. To actively support Flagship Group's E,D & I policy to ensure that all customers/residents and colleagues within the Group are treated fairly, with dignity and respect.

### Personal Profile:

<b>Selection Criteria:</b> <b>A = Application      I = Interview      D = Desktop or other practical exercises</b>	<b>Essential or Desirable (E, D)</b>	<b>Assessment Method (A, I, D)</b>
<b>Experience:</b> <ol style="list-style-type: none"> <li>1. Experience of dealing with customers</li> <li>2. An appreciation of the Housing Sector and services</li> <li>3. Experienced and proficient in the use of Microsoft Office products particularly MS Word and Excel and social media networks.</li> </ol>	D D E	A, I, D A, I, D A, I, D
<b>Qualifications:</b> <ol style="list-style-type: none"> <li>1. Educated to A level or equivalent</li> <li>2. GCSE level C or above in English and Mathematics</li> <li>3. Full driving licence or commitment to obtain within the first 12 months of employment at own cost – condition of on-going employment.</li> </ol>	E E E	A A A
<b>Skills:</b> <ol style="list-style-type: none"> <li>1. Able to deal confidently and effectively with people at all levels</li> <li>2. Strong written and communication skills</li> <li>3. Able to work on own initiative and as part of a team</li> <li>4. Personal discipline to study, achieve results and willing to learn</li> <li>5. Enthusiasm and commitment to delivering outstanding customer service</li> <li>6. Disciplined and organised</li> </ol>	E E E E E E	I A, I I I I A, I

## **Course Overview**

### **Apprentice Details**

<b>Course Provider:</b>	<b>Dutton Fisher Associates</b>
<b>Course Duration:</b>	<b>4 years – Permanent full time and continuing employment</b>
<b>Qualification:</b>	<b>Level 4 Housing Policy and Practice and Chartered Management Degree</b>

This Apprenticeship is a high quality, work-based training programme, designed to ensure the candidate has the practical skills and qualifications required to operate effectively and efficiently. These are acquired through a mix of learning in the workplace, formal on and off-the-job training and the opportunity to practice and embed new skills in a real work context. When training on the job, apprentices work alongside staff, receiving hands on training.

Apprentices will be supported through the qualification in the workplace and through the syllabus with an in-house Apprentice Delivery Manager and Dutton Fisher Associates. The Apprentices will split their time between the workplace and study with the learning provider, with the latter starting in September each year. Most of the university study will be online with some attendance at university, dependant on the needs of the apprentice and the employer.