

**JOB DESCRIPTION**

**Job Title:** Modern Apprentice (Income Management & Engagement Team)

**Department:** Housing

**Grade:** HH35.25 – J

**Responsible to:** Engagement Officer

**Main Purpose of Post:**

The overall purpose of this post is to gain experience and skills to enable the post holder to complete the SVQ Level 6 in Business Administration. The postholder will gain experience working across multiple teams. They will carry out administration tasks, deliver customer service, deal with customers and support the teams as required.

**Main Duties:**

Over the duration of the 2-year apprenticeship, the main duties of the post-holder are likely to include and evolve as follows:

**Income Management**

1. Develop knowledge of our housing management and document management systems. Log contacts and manage documents accurately on these systems.
2. Support with the administration of Local Authority Housing Benefit payment portals and update tenant database.
3. Support with the administration of Universal Credit portal and update tenant database.
4. Support with the administration of Direct Debits, checking for cancelled and unpaid payments and contacting the tenant to advise.
5. Assist with managing former Tenants arrears, sending letters and passing cases to the debt collection agency.
6. Respond to tenant queries and requests for rent statements received via the Income Management inbox and the My Hillcrest App.
7. Support with the monitoring of the Income Management In-box and distribute any e-mails to the relevant staff member.

**Engagement Team**

1. Assist with organising tenant events including making bookings, organising event supplies, invites and signage, registration and attending events in person.
2. Contacting tenants who are interested in being involved in the Hillcrest Feedback Forum for service improvement and customer feedback. Taking part in face-to-face tenant events to gather customer feedback.
3. Undertake administration duties required by the team such as scanning documents into DMS, minute taking, updating the tenant database, inputting tenant satisfaction and feedback surveys on to the customer feedback software.
4. Learning and using the Hillcrest Survey & Feedback software to assist with surveys and push notifications.
5. Analyse and report on customer feedback.
6. Undertake any other reasonable duties as requested.

**During the term of this post, the post holder will be expected to:**

1. Self -prioritise their own workload and effectively complete tasks with minimal supervision. Plan and organise their own workload.
2. Ensure their online college portfolio is up to date and all modules and assignments are completed within timescales.
3. Be willing to work across different offices and areas of the business.



**CONDITIONS OF SERVICE**

**Hours:** **Hours are 35.25 hours per week**. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.

**Contract:** This is a **Temporary Post for 2 years**. All posts are subject to a 6-month probationary period. A formal review will take place at 2, 4 and 6 months.

**Band and Salary:** This post is Grade HH35.25 – J.

Salaries are paid monthly, directly into a bank account of your choice. **The salary for a Modern Apprentice (Income Management & Engagement) is £12.60 per hour.**

**Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme. Further details of the scheme are available from the payroll team.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation’s contribution is 8.5%.

**Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave: Leave year runs from 1st January - 31st December.** Annual Leave entitlement is 225.6 hours per annum (6.4 weeks), rising to 260.85 hours (7.4 weeks) over a 5-year period.

5 days public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year.

**Annual leave is calculated on a pro rata basis for part time staff.**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions, you must declare

**Offenders Act 1974:** this on your application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date**.**