



Vacancy Title/Framework and Level: Intermediate/Advanced	Level 2 Business Administration Apprentice
Employer Name	Richmond and Wandsworth Councils – Rent Collection
Full Employer Location & Postcode	Wandsworth Town Hall Wandsworth High Street SW18 2PU
Contact person and number	Ashley Redman 020 8871 8627
Short Employer Description	The Rent Collection Service (RCS) is responsible for collecting rent from all tenants of residential and non-residential property such as garages and store sheds. RCS are also responsible for collecting heating and hot water charges from residents who have either purchased their property from the council or following the re-assignment of a lease.
Working Week (total hours and days)	Monday to Friday, 9am – 5pm (36 hrs) excl. lunch
Salary	£214 per week
Short Vacancy Description (brief overview of position)	Inputs and extracts information into and from the Saffron Housing Management system. Maintains up-to-date computerised records of all phone calls made and received and their outcome ensuring compliance with the Data Protection Act. Responsible for the running of bulk and daily letters and arranges for dispatch of all standard arrears letters. Preparing Notice to Quits as directed, including registering recording delivery post.
Full Vacancy Description (Responsibilities and duties)	Job Purpose <ol style="list-style-type: none"> 1. Responsible to the Revenue Services Performance Manager for the collection of rent and arrears within the respective teams The Rent Collection Service (RCS) is responsible for collecting rent from all tenants of residential and non-residential property such as garages and store sheds. RCS are also responsible for collecting heating and hot water charges from residents who have either purchased their property from the council or following the

	<p>re-assignment of a lease.</p> <ol style="list-style-type: none"> 2. Ordering of swipe cards, sending of statements, standing order and rent refund forms as requested. Setting up direct debits on the Saffron System and sending the relevant documentation. 3. Take Telephone payments and provide telephone support for the Rent Collection Service. <p>Specific Duties and Responsibilities</p> <ol style="list-style-type: none"> 1. Inputs and extracts information into and from the Saffron Housing Management system. Maintains up-to-date computerised records of all phone calls made and received and their outcome ensuring compliance with the Data Protection Act. Responsible for the running of bulk and daily letters and arranges for dispatch of all standard arrears letters. Preparing Notice to Quits as directed, including registering recording delivery post. 2. Assist with monitoring tenant accounts for non residential arrears cases (including garages, store sheds and parking spaces). 3. Generates appropriate letters via PC, word processing and Saffron. Ensures information is up-dated on computer held records. Responsible for the allocation and circulation of correspondence, both internal and external. 4. Remain conversant with information technology sufficient to allow use of the Saffron System and the Council's various IT/ PC based systems. 5. Collects and returns tenancy files, correspondence etc. to Area Housing offices. 6. Maintain the Rent Collection Service filing systems and including Notices. 7. Assist the Rent Collection Officers prepare notices and letters for tenants. 8. Checking stationery deliveries and assist in
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	<p>ensuring adequate stationery supplies for the Rent Collection Service.</p> <p>9. Undertakes other duties commensurate with the grade as directed by the Revenue Services Performance Manager.</p> <p>Generic Duties and Responsibilities</p> <ul style="list-style-type: none"> • To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond. • To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety. • To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems • To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected. • To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council. • The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
Training Delivery (WBCLLL)	Off the job training is defined as learning which is undertaken outside of the normal day-to-day working environment and leads towards the

	<p>achievement of an apprenticeship. Off the job training must be directly relevant to the apprenticeship framework of standard and could include the following:</p> <ul style="list-style-type: none"> • Workshops - this could include workshops that Wandsworth Lifelong Learning deliver or alternatively those workshops that are employer led • Shadowing colleagues to learn new skills • Coursework – time spent writing assessments or assignments • Induction to Apprenticeship /organisation – this must include basics of the skills, knowledge and core behaviours <p>Activities that cannot be listed on this log include:</p> <ul style="list-style-type: none"> • Coursework completed outside of working hours • Progress reviews • Functional skills workshops <p>This log must record hours that reflect 20% of off the job training has occurred over the duration of the programme. For each of our Apprenticeship programmes we will invite learners to attend knowledge based workshops, completion of e-learning modules.</p> <p>All qualifications will have workshops delivered, some at employer premises or The Professional Centre. All learners will be asked to complete core learning modules covering areas such as British Values, Health and Wellbeing, Safeguarding and Prevent.</p>
Skills Required	<ul style="list-style-type: none"> • Experience of organising and managing a varied workload effectively in order to meet time-scales and targets • Interacting with others in a professional environment • Must be IT literate and possess good keyboard skills • The ability to work individually and part of a team contributing to meeting team objectives • Ability to remain calm under pressure • Punctual and good time-keeping

Qualifications Required	GCSE Maths and English at grade A-C (or equivalent) or experience demonstrating competency in the every day use of Maths and English.
Personal Qualities/Knowledge	<ul style="list-style-type: none"> • Ability to interview and provide advice to customers – desirable • Ability to deal with customers clearly and tactfully by phone and face-to-face • Ability to use databases for inputting and retrieving data from a network facility
Any Other Important Information (Holiday/DBS/Driving Licence etc.)	<p>Our Values and Behaviours¹</p> <p>The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –</p> <ul style="list-style-type: none"> • taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work • continuously seeking better value for money and improved outcomes at lower cost • focussing on residents and service users, and ensuring they receive the highest standards of service provision • taking a team approach that values collaboration and partnership working. <p>31 Days Holiday Entitlement</p>

¹ These values and behaviours will be developed further as the SSA becomes established.