



Apprenticeship	
Vacancy Title	ATA - Apprentice Customer Services officer

Brief overview of vacancy role	
Short Description (350 characters max)	A fantastic opportunity to train, earn and learn at the same time within an office environment, providing Customer support and gaining a huge amount of experience, whilst attaining a nationally recognized qualification.

Host Company Details		
Host Company Name	Blenheim Gardens Residential Management Organisation (BGRMO)	
Host Company Address	24 Prague Place London SW2 5ED	
Vacancy address if different to above		
Host Contact Name	Title	Mr
	First Name	Danny
	Surname	Howcroft
	Position	Estate Director
	Telephone	02079260158
	Mobile (optional)	
	Email Address	Dhwcroft@lambeth.gov.uk
Host Company website	www.bgrmo.org.uk	
Host Company Description	<p>Blenheim Gardens Residential Management Organisation (BGRMO) is a resident management organization (RMO) situated in Brixton. We are a housing management organization. BGRMO is a democratically managed organization which works in partnership with Lambeth Council. The services we provide are governed by a management agreement between Lambeth Council and the RMO. The RMO is accountable to a group of elected board members, who decides how best to manage the services the RMO provides. Our board members are residents, leaseholders and freeholders who live on the estate.</p> <p>Blenheim Gardens RMO was established in June 2001 and provides a generic housing management service to residents, leaseholders and freeholders on the estate. The estate consists of 440 mixed tenure properties.</p>	



Number of positions available	X 1
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Training to be Provided	
Training Provider	South Thames Colleges Group
Title of Apprenticeship Framework and Level	Level 2 Customer Service Standard
Apprenticeship Type	Intermediate
Training to be provided	<ul style="list-style-type: none"> • Functional Skills Level 1 • Employer Rights and Responsibilities • Personal Learning and Thinking Skills • Any additional elements • Training in College on day release
Duration of Training	Minimum 12 months

SEAC Contact Details	
SEAC Account Manager	Jay Brewer-Kaliszewski
Email Address	jay@se-apprenticeship.co.uk

Working Week	
Total Paid Weekly Hours	35.5 hours
Working Week Details	Monday to Friday 9 – 5 (8.30 am on a Wednesdays) 1 hr break between 12 -2 pm
Apprentice Wage	Hourly Rate: £4.23 Weekly Rate: £150.16 (Up to £180.00 dependant on experience)

Key Dates	
Vacancy Closing Date	Sunday 11 th November 2018
Interview Date	Week commencing 12 th November
Start Date	10 th December

Vacancy Description	
Full Vacancy Description	To assist in the effective implementation of the housing service and all aspects of the RMO's (<i>Residential Management Organisation</i>) activities.



	<p>Key Duties will include:</p> <ul style="list-style-type: none"> • parking, rent arrears recovery, consultation by means of administration tasks including updating our computerised systems To assist the RMO with the administration of rent service including provided residents with welfare advice, dealing with Housing Benefit quires and applications, monitoring rent and service charge accounts. • To assist in the marketing and promotion of Blenheim Gardens Resident Management Organisation in a positive manner at all times • To ensure that complaints are appropriately routed so that they are dealt with effectively and in line with the RMO’s policy and procedures. • To provide a book keeping service using an accountancy software package such as SAGE • Maintaining a correspondent’s log system and filing system. • To participate in the RMO’s staff meetings and other meetings as required • To liaise with external partner agencies such as Contractors, Police and Social Services • To make a positive contribution to development of systems and services within the RMO to ensure they are efficient, accessible and fit for purpose. • To compile reports and statistics for the Estate Director, Repairs and Maintenance Officer, Finance Manager, RMO Chair and the Council as required. • To carry out all necessary administrative tasks, including financial, to ensure the smooth running of the RMO office. • Provide cover and support for colleagues as required from time to time. • Establish, develop and maintain effective working relationships with colleagues. • To undertake training appropriate to the grade of the post. • To undertake any other duties relevant to the grade of the post. <p>Weekly wag range between £150 up to £180 dependant on experience.</p> <p>Full training will be provide throughout the apprenticeship.</p>
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About the Candidate	
Desired Skills	<ul style="list-style-type: none"> • Be computer literate



	<ul style="list-style-type: none"> • Be self-motivated, have a flexible approach and a positive attitude. • High level written and verbal communication skills. • An ability to work effectively in partnership with staff members, the RMO Chair and other Committee members. • Understanding of tenants’ aspirations and concerns. • An appreciation of and commitment to the role and company. • A commitment to diversity and equality principles in relation to tenants, residents, and staff. • Strong organisational and time management skills. • Demonstrate resilience in handling conflict. <p>Desired:</p> <ul style="list-style-type: none"> • Knowledge, skills and experience in housing work and related functions. • Knowledge of the social housing environment and Tenant Management Organisations. • Knowledge and experience of using financial systems and software • Genuine commitment to tenant managed organisations, co-operative housing principles, and managing stakeholders’ interests.
<p>Desired Personal Qualities</p>	<ul style="list-style-type: none"> • Bright and eager to learn • Willing to Learn • Ability to communicate • Enthusiastic • Team Player • Trust Worthy and Confident • Friendly, Helpful • Proactive and ambitious.
<p>Desired Qualifications</p>	<p>GCSE’s or equivalent in English and Maths and other relevant experience</p>

<p>Additional Details</p>	
<p>Future Prospects</p>	<p>There may be a good possibility for the right person, to gain a permanent position with this company on successful completion of the apprenticeship.</p>
<p>Things to Consider (Reality Check)</p>	<ul style="list-style-type: none"> • Standard office hours with some evening and weekend work required. • There may be some occasional travel. • All applications must be made through Apprenticeship vacancies. Do not contact the employer direct as this may result in your application not being considered.



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Vacancy Specific Questions you would like us to ask of applicants	
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Question 1	Do you have any family members living on the Blenheim Gardens Estate? (this is due to data protection and confidentiality conflicts)
Question 2	Why have you applied for this position?'