

<b>ROLE TITLE</b>	Business Administration Apprentice
<b>DEPARTMENT</b>	Income Collections & Recovery
<b>OPERATING ASSOCIATION/ DIRECTORATE</b>	Orbit
<b>RESPONSIBLE TO</b>	Income Collections & Recovery Compliance Manager
<b>RESPONSIBLE FOR</b>	N/A

<p><b>ROLE PURPOSE</b></p> <p>To provide administrative support to the Income Collection &amp; Recovery whilst undertaking a structured training and development programme.</p> <p><u>Structured Training Programme:</u> To include, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Gain an understanding of             <ul style="list-style-type: none"> <li>✓ the use of administrative systems within income recovery</li> <li>✓ an understanding of the processes of rent collection and court procedures</li> <li>✓ an understanding of Welfare Reform</li> <li>✓ Health and Safety in the workplace</li> <li>✓ an understanding of Equality and Diversity in the workplace</li> </ul> </li> <li>• Experience in dealing with customers on the telephone and by email</li> <li>• Experience in investigating queries and/or complaints</li> </ul> <p>Project work: As part of our Apprentice Programme, the postholder will also have the opportunity to work as a cohort on a live business problem, scoping, researching, piloting and evaluating.</p> <p>Through a combination of work shadowing, project work and mentoring, we will support the postholder to develop the professional and technical skills for this role.</p>
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<p><b>ACCOUNTABILITIES / RESPONSIBILITIES</b></p> <p>Within the Income Services Team the post holder will:</p> <ul style="list-style-type: none"> <li>• Work with the Income Collection &amp; Recovery Compliance Assistants and Local Authorities to ensure all Housing Benefits schedules are received, recorded and processed in a timely manner.</li> <li>• Supporting with the continued data integrity of Universal Credit information within our housing management systems.</li> <li>• Liaising with the Department of Working Pensions on Universal Credit customer queries.</li> </ul>
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- Supporting Income Collection and Recovery on overall data administration as defined by the manager.
- Support Income Compliance Assistants with the direct debit and Rent Refund administrative functions.
- Support the completion of former tenant arrears reports which may include making outbound calls to customers.
- Working on projects which may arise assigned by your line manager.
- Any other duties relevant to the role.

**KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• 5 GCSE at grades (*A-C/9-4) or equivalent including Mathematics and English.</li> <li>• Basic knowledge of Microsoft Word and Excel.</li> <li>• Good written and verbal communication skills.</li> <li>• Basic numeracy, literacy and communication skills.</li> <li>• Good telephone manner.</li> <li>• Ability to work alone with limited supervision.</li> <li>• Attention to detail.</li> <li>• Ability to work under pressure.</li> <li>• Good organisational, planning and time management skills.</li> </ul>
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	