

Apprentice Neighbourhood Safety Administrator

Recruitment Information



Creating homes.
Building lives.





ABOUT US

We are one of the largest housing groups in England with more than 34,000 homes across the North West and East Midlands and by combining the strengths of two successful housing groups New Charter Group and Adactus Housing Group, Jigsaw Group creates new and exciting opportunities for tenants and customers.

Our members build, renovate and manage low-cost housing for rent and sale. We work to help regenerate neighbourhoods and increase life opportunities for disadvantaged individuals and communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy. We will create stronger communities with improved local services through Greater Manchester devolution and new partnerships.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Baker House, 542 Oldham Road, Manchester, M40 8BS
Holidays:	27 working days per annum (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, Simply Health membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	In addition, any offer is also subject to receipt of medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

To carry out general administration duties, working alongside a team of Neighbourhood Safety Officers and supporting case management.

Responsible To: Neighbourhood Safety Manager

Responsible For: None

MAIN TASKS OR ACTIVITIES

1. Commit to your learning agreement by attending college when required and completing all work in relation to your Apprenticeship.
2. To carry out aspects of administration within the team including scanning, photocopying, producing letters including mail merges, taking minutes and any other duties as and when required.
3. Using a range of software programmes to carry out tasks including Outlook, Excel, and Word.
4. To update the REACT database with contact made.
5. To assist the Neighbourhood Safety Officers in the case management of anti-social behaviour and safeguarding cases.
6. With guidance to provide support and assistance to witnesses in referred cases of anti-social behaviour, the principle focus being to prevent their suffering and protect them at all times.
7. To assist the Neighbourhood Safety Officers on duty rota by completing acknowledgment letters and initial case telephone calls.
8. Where feasible to inspect untidy and overgrown gardens.
9. With support to carry out office-based investigations into tenancy fraud where identified by the Neighbourhood Safety Officers.
10. Assist in the making of referrals to partner agencies and in chasing for outcomes.
11. With guidance to manage a small number of low level anti-social behaviour cases. Including persistent dog barking cases, parking disputes and low-level neighbour disputes.
12. Help provide excellent customer service by being an effective team member and ensuring that all Group policies and procedures are adhered to.
13. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
14. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
15. Carry out any duty which may be, from time to time, requested by the Neighbourhood Safety Manager, Operations Director or Chief Executive, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths or equivalent)
- Excellent written and verbal communication skills
- Experience of using Microsoft Office packages or equivalent including Word (mail merge and tables) Microsoft Outlook - (making appointments and using calendars)
- Experience of working in a customer orientated background with a positive attitude towards resolving customer queries.
- Ability to work under own initiative

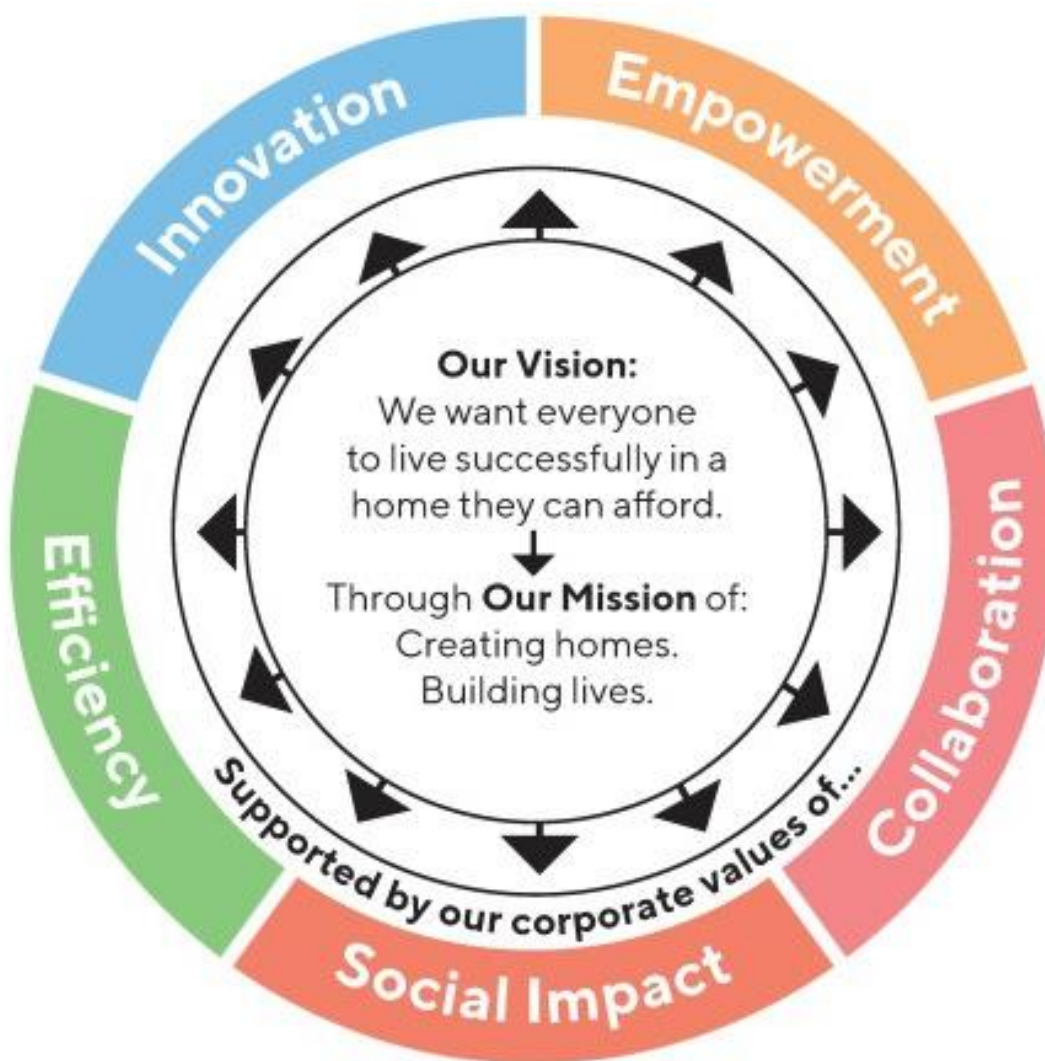
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JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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