

Housing and Property Management

Job Title: Housing Apprentice

Job Purpose:

To build the skills and knowledge needed to support an excellent housing service for our customers. The role is mainly based in Housing Shared Services, with supported learning and planned opportunities to work alongside other Housing teams to help develop understanding and experience.

Key Responsibilities

- Gain experience across a defined range of housing related tasks in line with the apprenticeship framework, supported by training, supervision and on the job learning.
- Contribute, with support, to the day to day running of Gentoo's Housing services, including:
 - Supporting customers with housing related enquiries through face to face contact, online channels and over the phone.
 - Carrying out a range of administrative and system based tasks accurately and in line with agreed procedures.
 - Assisting with activities that help customers manage their tenancy successfully, escalating issues where appropriate.
 - Maintaining accurate and up to date customer and tenancy records across housing systems.
- Build effective working relationships with colleagues and internal and external partners, developing an understanding of how housing management services work together.
- Develop and demonstrate a positive, customer focused approach by supporting customers in a polite, helpful and solution focused way, using guidance and support when needed.
- Actively engage in learning and development by completing all required training, assessments and development activities associated with the apprenticeship within agreed timescales.

The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Training

- The successful candidate will be expected to complete CIH Level 3 Certificate in Housing and property management

2
Years

