

Housing Property Management Apprenticeships



All you need to know



These apprenticeship courses are ideal for anyone seeking employment or wishing to develop a customer-facing career in the housing and property management sector. Responsibility primarily lies in creating and sustaining successful tenancies and leaseholds in the social and private housing sectors. All work must comply with contractual, statutory and legal regulations.

There are three Apprenticeship levels on offer:

- Housing Property Management Assistant Apprenticeship (Level 2);
- Housing Property Management Apprenticeship (Level 3); and
- Senior Housing/Property Management Apprenticeship (Level 4).

INTRODUCING HOUSING PROPERTY MANAGEMENT APPRENTICESHIPS

Housing Property Management Assistant Apprenticeship (Level 2)

The Housing/Property Management Assistant role is suited to those who are new to the housing sector.

The role involves working under supervision within the wider organisation/ team, communities and external partners. The work is varied and includes undertaking housing duties relevant to the team and organisation. Examples include preparing paperwork for service charges, supporting consultations and undertaking customer surveys, undertaking neighbourhood and property surveys using checklists, data administration, conducting supervised viewings and rental negotiations, handling telephone calls, filing and scanning, arranging meetings and events and researching new initiatives under the instruction of a supervisor.

Housing / property management assistant apprentices work closely with colleagues to explore solutions to problems and improvements to ways of working. They take responsibility for the quality, accuracy and planning of their own work.

Housing Property Management Apprenticeship (Level 3)

The work of the Housing Property Management Apprentice is varied and often includes addressing complex people-related matters (e.g. supporting people to live independently) as well as property-related responsibilities. The role incorporates a degree of lone working with minimum supervision whilst predominantly working within the wider organisation / team, communities and external partners.



INTRODUCING HOUSING PROPERTY MANAGEMENT APPRENTICESHIPS

Housing and property management professionals are proactive in finding solutions to problems and identifying areas for improvement. They take individual responsibility for the quality and accuracy of their work and its administration. At Level 3, some housing/property professionals may also have supervisory responsibility for other people.

Senior Housing/Property Management Apprenticeship (Level 4)

Individuals in Senior Housing/Property Management roles are responsible for the management and delivery of housing/property related services, including the management of resources with delegated authority to deliver business objectives.

They manage a specific function and associated team(s) whilst working with the wider organisation/team, communities and external partners. They are proactive in finding solutions to problems and identifying areas for improvement.

They take individual responsibility for the overall quality and cost effectiveness of their business/service area(s) and the needs of stakeholders.

Access Training will design a training package covering all the essential skills, behaviours and knowledge to excel at these apprenticeship levels.



WHAT'S INVOLVED

Key responsibilities

Apprentices will gain a good understanding of the key responsibilities and skills needed to work successfully in this role including:

- Understanding legislation and regulation
- Understanding the organisation and all relevant background information
- Managing assets
- Working with customers on a range of services
- Responding to vulnerable customers
- Demonstrating trust and integrity
- Administration
- Showing adaptability and team work
- Understanding Housing provision and Housing organisations
- Maths and English Functional skills to level 2 (if not already achieved)

Additionally for Level 4:

- Financial management
- Decision making and prioritising
- Leadership
- People management
- Collaborative working
- CIH Level 4 Certificate in Housing

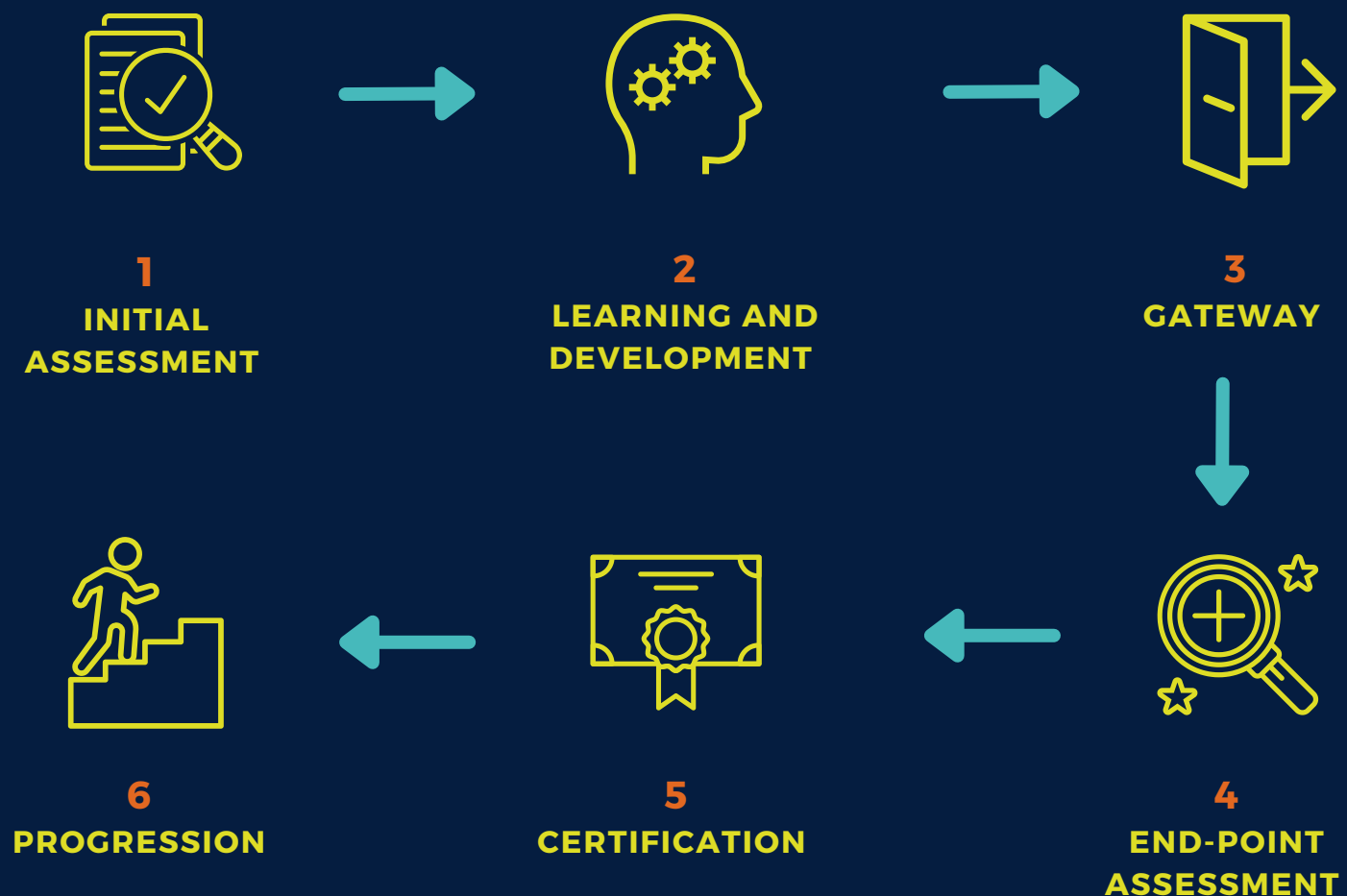


APPRENTICESHIPS IN A NUTSHELL

An Apprenticeship is a real job with an accompanying skills development programme. It is a way for apprentices to earn while they learn, and gain valuable skills and knowledge in a specific job role.

They must spend at least 20% of their time on off-the-job training which will consist of a wide mix of learning in the workplace, workshops, e-learning, mentoring, self-study and the opportunity to practise new skills at work. Apprenticeships typically last between 12 – 24 months, and our roll-on, roll-off model means there is no waiting for course start dates.

The 6-step customer journey



Find out more

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