



# HOUSING PROPERTY MANAGEMENT Apprenticeship

## All you need to know



## Housing Property Management Assistant Apprenticeship

The housing/property management assistant occupation is suited to those who are new to the housing sector. It is customer facing and primarily responsible for the administrative work needed to support the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors. This work must comply with contractual, statutory and legal regulations.

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 assistants' 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. Access training will work with you to design a training package covering all the essential skills, behaviours and knowledge to provide a Housing professional.

### What's Involved?

- *Legislation and regulation*
- *Organisation background information*
- *Assets*
- *Customers*
- *Ranges of Services*
- *Respond to vulnerability*
- *Trust and integrity*
- *Administration*
- *Adaptability*
- *Team work*

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

- *CIH Level 2 Certificate in Housing Practice*
  - *Housing Provision and Housing Organisations*
  - *Customer Care in Housing*
  - *Developing Skills for Working in Housing*
  - *Careers and Opportunities in Housing*
  
  - *Maths and English Functional skills to level 2 \**
- \*if not already achieved*

# More about Apprenticeships

An Apprenticeship is a real job with an accompanying skills development programme. It is a way 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 APPRENTICESHIP JOURNEY



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