



HOUSING AND PROPERTY MANAGEMENT ASSISTANT LEVEL 2

The housing and property management assistant role, an entry-level position, focuses on customer interactions and administrative tasks essential for supporting successful tenancies in both social and private housing sectors, ensuring compliance with regulations. Working under supervision, the assistant collaborates within the organization and communities, handling diverse housing duties such as paperwork, surveys, and negotiations. The role emphasises problem-solving and individual responsibility for quality and accuracy.

Through the apprenticeship, housing and property management assistants are prepared for various duties, leading to entry-level professional and management roles. The emphasis is on developing skills for effective planning, collaboration, and problem-solving within the housing and property management context.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 18 MONTHS

PRACTICAL PERIOD: 15 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: OFQUAL

ASSESSMENT METHOD: KNOWLEDGE TEST, PORTFOLIO, CASE STUDY AND INTERVIEW

KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales.
- Demonstrate effective and appropriate communication skills to enable timely identification and resolution of issues. Be able to signpost customers who need additional support to other colleagues, and partner agencies.
- Takes timely and responsive action to instructions given, building towards working independently.
- Develops trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude.
- Willingness to accept changing priorities and work patterns.

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KNOWLEDGE

- Know the principles and practices of relevant landlord and tenant law, applicable Codes of Practice and relevant legal frameworks or know where and/or who to ask if they are unsure.
- Have knowledge of the organisation's business plan, organisation values, the range of services available to customers, clients, team targets, key performance indicators and understand how their role fits into the organisation.
- Know the social and physical context of estates, neighbourhoods and how to report defects, common problems, health and safety issues and repairs to dwellings.
- Know the diversity and needs of the communities in which the business serves.
- Know the current and historical context of the housing market, including social and affordable housing, private rented and owner occupation.

SKILLS

- Be able to apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders.
- Organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales.
- Demonstrate effective and appropriate communication skills to enable timely identification and resolution of issues. Be able to signpost customers who need additional support to other colleagues, and partner agencies.
- Be able to apply a range of administrative skills in order to support a range of housing and property related services.
- Work with internal colleagues and external partners to achieve individual, team and business targets. Work with colleagues to identify solutions to problems, appreciate the importance of team working and where they fit within the team.

BEHAVIOURS

- Takes timely and responsive action to instructions given, building towards working independently.
- Develops trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude.
- Willingness to accept changing priorities and work patterns.
- Meets personal commitments and expectations of others.

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