



# HOUSING AND PROPERTY MANAGER LEVEL 3

Housing and property management professionals focus on customer interactions to establish and maintain successful tenancies in both private and social rented housing sectors, sticking to contractual, statutory, and legal regulations. They handle diverse tasks involving complex people and property-related responsibilities, working independently but also collaborating within organisations and communities.

These proactive problem-solvers take individual responsibility for the quality of their work, and at Level 3, some may have supervisory roles. The apprenticeship prepares individuals for various duties in housing and property management, emphasising customer service, compliance, and proactive problem-solving for both people and property-related aspects.

## 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:** 24 MONTHS  
**PRACTICAL PERIOD:** 21 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:

- Work independently and effectively without close supervision.
- Values team work and is an effective team player, accepts responsibility for the work of themselves and others.
- Effective decision making in order to apply the businesses objectives and priorities.
- Collaborative working: Work collaboratively with colleagues and partners to achieve individual, team, and business targets.
- Problem solving: Use a problem solving and flexible approach in their day to day duties.
- Understand the current and historical context of social, rented, affordable, private housing and the broader housing market.



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## KNOWLEDGE

- Understand the principles, practices and legislation relating to current landlord and tenant law for the letting, maintenance and termination of a variety of tenancy types, including but not limited to: shorthold, assured, secure, long leasehold and shared ownership.
- Understand the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas
- Understand legislation and regulations as they apply to housing standards
- Understand the principles, priorities, and values of the organisation they work for, including an awareness of the business plan, the range of services available to clients and customers, the roles and responsibilities of others, and team targets and or Key Performance Indicators.
- Understand the social and physical context of estates, neighbourhoods and how to resolve defects, common problems, health and safety issues, and repairs to dwellings.
- Understand the diversity of the communities which the business serves.
- Understand the current and historical context of social, rented, affordable, private housing and the broader housing market.

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## SKILLS

- Apply a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service that meets the needs of a diverse range of customers and stakeholders.
- Demonstrate appropriate communication skills to enable timely identification and/or resolution of issues for customers and appropriate signposting to other colleagues and/or partner agencies.
- Collaborative working: Work collaboratively with colleagues and partners to achieve individual, team, and business targets.
- Problem solving: Use a problem solving and flexible approach in their day to day duties.
- Effective decision making in order to apply the businesses objectives and priorities.

## BEHAVIOURS

- Takes timely and responsive action to address issues.
- Develop 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.
- Work independently and effectively without close supervision.
- Values team work and is an effective team player, accepts responsibility for the work of themselves and others.