

## Apprenticeship Standard: Housing / Property Management Assistant

### Typical roles:

- Resident Involvement Assistant
- Customer Services Assistant
- Assistant Property Manager (without portfolio)
- Lettings Negotiator
- Housing Assistant
- Housing Administrator
- Revenues Assistant
- Neighbourhood Assistant
- Lettings Assistant
- Repairs Assistant

### Occupational Profile:

The housing/property management assistant occupation is an entry level role. 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 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.

The apprenticeship prepares an individual for a range of general housing / property management duties leading to entry level professional / management roles.

### Housing / Property Assistant Professional Knowledge:

Knowledge	What is required
<b>Legislation and regulation</b>	Know the principles and practices of relevant landlord and tenant law, applicable Codes of Practice and relevant legal frameworks or know where/who to ask if they are unsure.
<b>Organisation background information</b>	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.
<b>Assets</b>	Know the social and physical context of estates/neighbourhoods and how to report defects, common problems, health and safety issues and repairs to dwellings.
<b>Customers</b>	Know the diversity and needs of the communities in which the business serves.
<b>Context</b>	Know the current and historical context of the housing market, including social and affordable housing, private rented and owner occupation.
<b>Range of services</b>	Know the range of housing services. For example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, energy efficiency and waste management, anti-social behaviour, care and housing support services, rents and fees, service charges and portfolio accounts, and community involvement.
<b>Quality Standards</b>	Know the quality standards of the business. Examples include standards of the neighbourhood / property / building and customer service.
<b>Organisation policies</b>	Know the principles, policies and practices of the organisation in terms of customer care, complaints handling, employee code of conduct, team working, risk assessments personal safety, data protection, health and safety, equality and diversity, safeguarding and business communications.

### Housing / Property Management Assistant Professionals Skills:

Apply the knowledge outlined above effectively in order to:

Skill	What is required
<b>Customer Service</b>	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

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	of customers and stakeholders.
<b>Respond to vulnerability</b>	Uses appropriate levels of skill and judgment to understand the needs of vulnerable individuals and groups (including those with complex needs) and respond accordingly.
<b>Communication</b>	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/or partner agencies.
<b>Administration</b>	Be able to apply a range of administrative skills in order to support a range of housing and property related services.
<b>Information collection/sharing</b>	Understand and be able to use a variety of methods to collect and present information such as resident, neighbourhood and property data in an effective manner. Information and data must be collected, recorded and presented accurately.
<b>Team work</b>	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.
<b>Time management</b>	Organise and plan work in a flexible manner to ensure tasks are prioritised and completed within agreed timescales.
<b>Tools and equipment</b>	Effective use of IT equipment and software, including housing and property management software. The appropriate use of housing and property related work equipment.
<b>Decision making</b>	Effective decision making in order to ensure work tasks are completed in line with instruction and on time.

### Housing / Property Management Assistant Behaviours:

Behaviours	What is required
<b>Responsive</b>	Takes timely and responsive action to instructions given, building towards working independently.
<b>Trust and integrity</b>	Develops trust by working in a confidential, ethical and empathetic manner with a common sense and professional attitude.
<b>Adaptability</b>	Willingness to accept changing priorities and work patterns.
<b>Dependability</b>	Meets personal commitments and expectations of others.
<b>Personal commitment</b>	Takes responsibility for their own personal development, safety and training. Act as an ambassador for the organisation.
<b>Customer care</b>	Demonstrates a responsive approach to customer and client needs, and has an awareness of the organisation's impact on customers and their lives.
<b>Team work</b>	Be an effective team player, accepts responsibility for their work.

**Duration:** Typically 12 – 18 months.

**Level:** Level 2

### English and maths:

Apprentices without level 1 English and maths will need to achieve this level prior to completion of the apprenticeship and will also be required to take the tests for level 2.

### Professional Body Alignment and Progression:

On completion of the apprenticeship, apprentices will be able to join the following;

- Chartered Institute of Housing (CIH) at Member level.
- Association of Residential Letting Agents (ARLA) at Associate Grade or Member Grade (depending on length of service within the sector and within the organisation).
- Institute of Residential Property Management (IRPM) at Foundation Level or Associate Level (depending on length of service within the sector and within the organisation).

**Review:** The standard will be reviewed after 3 years.