



Housing Apprentice – Melksham

37 hours per week - £14,430 per annum

Are you interested in a career in housing?

White Horse Housing are a small and friendly housing association managing 366 homes across Wiltshire, Swindon and Somerset. We have an excellent reputation as a smart, forward thinking organisation, that builds high quality homes and provides excellent services to our residents.

The Association now wishes to employ a Housing Apprentice to support and assist the housing teams in providing a customer focussed housing management and repairs service.

The successful candidate will receive both internal and external training in line with the latest national learning standards as well as 'on the job' training with our friendly staff.

With ongoing support and supervision, and as your training progresses, you will be expected to work towards undertaking the following tasks;

- ✓ Delivering a high quality, professional and tailored service to all our customers using a range of communication methods.
- ✓ Logging responsive maintenance requests and ensuring they are reported to the relevant contractor.
- ✓ Assisting with the inspection and specification of repair work
- ✓ Carrying out invoice and payment checks
- ✓ Assisting with tenant participation events.
- ✓ Answering basic tenancy queries.
- ✓ Assisting with the administration of lettings and mutual exchanges.
- ✓ Undertaking neighbourhood visits and ensuring that our estates look clean, tidy and safe.
- ✓ Assisting in monitoring tenant satisfaction across the range of housing services.
- ✓ Preparation of tenancy agreements and tenants packs.

In return you will receive a salary equivalent to the National Living Wage, full and comprehensive induction training, in-house training across all our housing services and excellent working conditions in a modern office environment.

If you can picture yourself as the Housing Apprentice for White Horse Housing, please contact us for an application pack.

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