

WHITE HORSE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

JOB TITLE: HOUSING APPRENTICE

RESPONSIBLE TO: OPERATIONS MANAGER

PURPOSE OF POST: *To support and assist the Operations and Maintenance teams in providing a pro-active, customer focussed housing management and repairs service across the Association's housing stock.*

MAIN TASKS

1. Training

- a) To obtain the necessary qualifications, experience and skills to become a competent and effective housing and maintenance officer by:
- Attending all training organised by the Association, particularly through the dedicated training provider;
 - Submitting assignments, evidence files and course work within the deadlines set;
 - Taking part in 'on the job' training provided by staff across all disciplines of the service.

2. Delivery

- a) Deliver a high quality, professional and tailored customer service to tenants using a range of communication methods.
- b) Work alongside and provide support and assistance to both the Operations and Maintenance Manager

In respect of the repairs and maintenance service:

- c) Log responsive maintenance requests from tenants on the Association's computer system and ensure they are reported to the relevant contractor.
- d) Assist with inspecting and specifying repair work following property inspections.
- e) Undertake regular health & safety checks within the Association's homes.

- f) Carry out invoice and payment checks, as required.

In respect of the Housing Management service:

- g) Assisting with, and attending as required, tenant participation events.
- h) Answering basic tenancy queries and referring to the Operations Manager where required.
- i) Assisting with the administration of mutual exchanges.
- j) Assisting with neighbourhood visits and ensuring that the estates look clean, tidy and safe.
- k) Assisting in monitoring the level of tenant satisfaction across the range of housing services.
- l) Preparing property adverts to place on the local authority websites when properties become available.
- m) Assisting with the computerised shortlisting process when allocating properties.
- n) Preparation of tenancy agreements and tenants packs.
- o) Taking rent payments via Callpay.

3. Clerical Duties

- a) Help to administer and maintain the Association's 'Asset Register'
- b) Help to maintain accurate computer records on the Association's housing management system
- c) Maintain records of Health & Safety work to tenants' homes including gas safety certification, electrical certificates and fire certificates etc.
- d) Keep and record accurate notes of issues arising in tenants' homes.
- e) Inputting tenant profiling data on to the Omni-ledger system, ensuring that there is up to date information regarding each household.
- f) Assisting with the scanning of tenancy paperwork and other documents.

4. General

- a. To comply with the Association's Equal Opportunities Policy and with relevant Health & Safety legislation.
- b. Answer telephones and receive callers in a courteous and efficient manner, dealing with enquiries where possible, taking accurate messages, and referring calls or visitors to the appropriate person.
- c. To maintain confidentiality and adhere to Data Protection legislation at all times.
- d. To carry out any other duties, as requested by the * Manager, consistent with the post.
- e. Co-operate with and assist other staff in mutual provision of cover during busy periods, holidays and sickness.

- Delivering a high quality, professional and tailored maintenance service to all our customers using a range of communication methods.
- Logging responsive maintenance requests from tenants on and ensure they are reported to the relevant contractor.
- Assisting with inspecting and specifying repair work following property inspections
- Undertaking post inspections of the works carried out by the Association's contractors
- Carrying out invoice and payment checks
- Assisting with tenant participation events.
- Answering basic tenancy queries.
- Assisting with the administration of mutual exchanges.
- Undertaking neighbourhood visits and ensuring that the estates look clean, tidy and safe.
- Assisting in monitoring the level of tenant satisfaction across the range of housing services.
- Preparing property adverts to place on the local authority websites when properties become available.
- Preparation of tenancy agreements and tenants packs.

