

## Role Profile

<b>Job Title:</b>	Apprentice Housing Adviser
<b>Grade:</b>	Year 1 Apprentice Rate (£19,292, subject to pay award April 2025) Year 2 Real Living Wage (£24,309, subject to 2026 rate)
<b>Responsible to:</b>	Senior Housing Adviser
<b>Mentor:</b>	Allocated mentor

### Career Path

As an Apprentice Housing Adviser, you will gain practical experience and essential skills in the housing sector. You will work alongside experienced professionals, contributing to various projects and learning about different aspects of housing management and related fields. Your apprenticeship experience will provide a solid foundation for further growth in the housing service. Whether you choose to specialise in a specific field later or pursue higher qualifications, this apprenticeship sets you on a rewarding career path as a skilled professional in the housing environment. The apprenticeship will be undertaken over two years.

### Role Purpose

- To assist in the delivery of excellent housing, neighbourhood and tenancy management services to Livin tenants, leaseholders, shared-owners, stakeholders and the communities we serve.
- To provide excellent customer service to internal and external customers on the phone, digitally and face to face.
- To maintain and update the Customer Experience Systems (CX), MRI and the Durham Key Options system (Abritas).
- To assist in the delivery of the equitable allocation and letting of Livin's homes.

### Development Areas for Apprentices

#### Policy and Procedure

- Understand the operational implementation of policies and procedures designed to ensure regulatory compliance for Housing Management services.
- Ensure the delivery of the appropriate policies, procedures and practices for void management to minimise void rent loss.
- Ensure the efficient and effective allocation and letting of homes achieving challenging performance timescales to maximise rental income.
- Ensure the effective and efficient marketing and promotion of void properties available for let, including uploading high quality photographs to Livin's website.
- Manage all tenancy related administration including tenancy amendments, assignments and successions, terminations, etc.

- Use of systems and processes to ensure regulatory compliance with Housing Management requirements, to enable the reporting of non-compliance and making recommendations for continuous improvement.

### **Operational**

- Develop an in-depth knowledge of Housing and Housing Support services.
- Shadow the Housing Advisers: letting homes, meeting customers, management of communities.
- Assist with Housing Adviser duties, including undertaking tenancy visit surveys, collating and inputting data and maintaining of housing management case, such as ASB, tenancy management, decant, direct lets and projects.
- Administer, monitor and maintain Durham County Council's housing register (DKO), accurately assessing housing applications and delivering an excellent customer experience within the agreed policy and to legislative guidelines.
- Support the tenant 'Welcome to Livin' process.
- Deliver personalised, tailored tenancy support interventions to successfully tackle tenancy instability and sustain tenancies.
- Provide support for transactional tenant satisfaction surveys and customer insight.
- Support ASB investigations and customer contact, intervention and enforcement.
- Support the Housing Team in processing and administering tenancy amendments and successions.
- Undertake regular estate inspections in partnership with tenants and stakeholders, promoting community safety, and identifying and tackling environmental issues affecting communities.
- Investigating, reporting and actioning works in relation to asset queries arising from the Contact Centre and Housing Team, reporting recommendations to the Housing Manager.
- Undertake administrative tasks as and when required.
- Understand and contribute to key performance indicators in work area.

### **Health and Safety**

- Comply with Health and Safety requirements, particularly with regards to lone working and ensuring own safety.
- Report any identified concerns regarding the safeguarding of adults, children and young people at risk in accordance with our Safeguarding policy and procedures.
- Understand and comply with all aspects of Health and Safety relating to the nature of the role.

The main duties and responsibilities of the post outlined above cannot fully define the existing or future activities that the post holder will be responsible for. At any time of substantial change in the operating environment, these may vary without materially affecting the nature of the role or level of responsibility.

The nature of the post may require some commitment outside of normal office hours, including working on evenings and occasionally at weekends when the needs of the business require.

### Gain Skills in

- Communicating to a high level, in both written and verbal format, that demonstrates the identification and/or resolution of issues for customers and appropriate signposting to other colleagues and/or partner agencies.
- Providing an exceptional customer service that meets the needs of a diverse range of customers and stakeholders.
- Digital skills which support individuals and customers.
- Influencing and negotiating with customers and partners.
- Effective problem solving and decision making to deliver business objectives and priorities.
- Collaboration and building effective working relationships with other teams and Livin's key partners.
- Always maintaining the confidentiality of data and records and adhere to the requirements of the General Data Protection Regulations when identifying, collecting, and communicating information.
- Contributing towards the development and adaptation of services that meet the needs of vulnerable individuals and groups.
- Working to deadlines whilst maintaining quality of information.

### Gain Knowledge of

- Customer excellence principles and practices linked to supporting sustainable tenancies and understanding the diversity of communities.
- The main services provided across Livin.
- Relevant Livin policies and procedures in each area.
- Housing Management systems and information management.
- How to use systems, equipment and technology to meet the needs of customers.
- The social and physical context of communities, and how to embed good practice in sustaining tenancies and places.
- The principles, priorities and values of Livin, including Planet A – Livin's plan for an environmentally sustainable future.
- of the building terms to assess condition and understand projects.
- Understanding the principles, practices and legislation relating to tenancies, governance, housing standards and other statutory requirements.
- Compliance requirements relevant to the role.
- Information management and reporting requirements.
- Value for money principles.

### Gain Experience in

- Providing customer service either over the phone, face-to-face or digitally in a variety of environments.
- Digital transformation and the use of data in housing to support decision making.
- Collaborative approaches to delivering social investment in the housing sector.

- Solving problems, making decisions and applying creative solutions.
- To become experienced in the use of ICT systems including mobile working solutions, housing management systems, asset management systems and performance management systems.

## Person Profile

### General Responsibilities

- Promote a culture that reflects our mission, vision, and values.
- Contribute to the achievement of the business plan, Plan A.
- Deliver high quality customer focused services.
- Comply with our policies and procedures.

### Competencies

<b>Trust:</b>	<ul style="list-style-type: none"> <li>• Demonstrates a positive, supportive, caring, and professional attitude to work and to others.</li> <li>• Takes personal responsibility, demonstrating reliability by consistently delivering to targets and deadlines.</li> <li>• Puts customers first, ensuring a focus on delivering a brilliant customer experience, acting on feedback where required.</li> <li>• Demonstrates resilience, remaining professional in the face of setbacks, and putting things right when they go wrong.</li> </ul>
<b>Respect:</b>	<ul style="list-style-type: none"> <li>• Builds rapport by being open and positive and actively listening to and engaging with others.</li> <li>• Treats others as individuals, and with equal respect and consideration.</li> <li>• Understands and acts on needs related to diversity characteristics to ensure an inclusive approach.</li> <li>• Respects the environment and minimises waste by embracing sustainable ways of working.</li> </ul>
<b>Innovate:</b>	<ul style="list-style-type: none"> <li>• Responds positively to change and actively adopts digital solutions to improve CX and productivity.</li> <li>• Comes up with new ideas to improve services and makes them happen.</li> <li>• Aims high, strives to continuously improve own and team performance, and demonstrates agility in responding to changing circumstances.</li> <li>• Embraces learning and development to maximise personal contribution and future readiness.</li> </ul>
<b>Working Together:</b>	<ul style="list-style-type: none"> <li>• Collaborates well with others to achieve positive results.</li> </ul>

	<ul style="list-style-type: none"> <li>• Puts the 'Livin Team' first, seeking new opportunities to work together with others.</li> <li>• Learns from others and shares knowledge.</li> <li>• Recognises others for a job well done, creating a positive collaborative atmosphere.</li> </ul>
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## Qualifications

### Entry Requirements

- Level 3 qualification in a relevant subject, e.g. A Level, national certificate, NVQ.
- 4 GCSE's grade A-C/9 to 4 (or equivalent), including Maths and English language or English Literature (preferred)

### On Programme

- To undertake and achieve the Chartered Institute of Housing (CIH) Level 3 and 4 Certificates.
- Professional Registration - you will become a student member of the Chartered Institute of Housing, and your subscription fees will be paid.

