**Yorkshire Housing Role Profile**

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| **Job title:** | Housing Apprentice | **Leader of others:** | No  |
| **Reports to:** | TBC | **Contract type:** | Fixed Term |
| **Business Area** | Homes and Places  | **Budget holder?** | No  |

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| **Job purpose** |
| Working within our Homes and Places directorate, this is a role designed to set the post holder up for a career in housing, by gaining on-the-job experience and attending college to solidify the learning. This role will rotate within our Customer Experience Centre, Income, New Customer Team and Place Teams to learn a range of housing and tenancy duties. The post holder will have four days a week in the workplace and one study day, working towards Chartered Institute of Housing Level 3 Housing and Property Management qualification. As part of this role, training must be attended and the required assignments completed, along with any associated tests.We’ll also invest in the post holder, as our expert team will be on hand to guide personal and technical development throughout. We’ll work as a team to kick start a career in the Housing space. This excellent opportunity will provide support to learn and grow to gain a Level 3 Chartered Institute in Housing and Management qualification.  |

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| **Key responsibilities** |
| As this role will be spending time in various areas of YH we’ve broken it down into the key areas:* **Customer Experience Centre**: Troubleshooting and logging new repairs, chasing existing repairs, logging cases for anti-social behavior, advising on how to apply for a property with Yorkshire Housing  and carrying out related administration assisting with the customer rent account – from taking a payment, setting up a direct debit to discussing the rent account
* **New Customer Team focused on lettings:** Processing notices, contact customers to confirm details and next steps, informing other teams and arranging keys safes and appts , advertising properties on CBL & Right Move, assisting with short listing of applications and contacting customers and arranging viewings and sign ups, gathering ID and customer details
* **Income Team:** Keeping our universal credit portal up to date, shadowing IOs, shadow court hearings and IEO visits, work towards completing Income and expenditure with customer, Learning the basics of money coaching including using benefit calculators and claiming benefits
* **Place Team:** Completing tenancy references, making changes to existing tenancies, triaging Place management cases, starter tenancy reviews and managing the shared mailbox
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| **What you’ll bring to the role** |
| **The main things:** |
| * 5 GCSE’s at grade C/4 or above including English and Maths
* Excellent numeracy, literacy and communication skills
* Passion to help customers, develop and continuously improve the customer experience
* Ability to talk to people brilliantly and correspond with customers effectively providing great customer service
* Ability to work methodically, follow agreed procedures and accurately record data and information numerically and in writing
* Great organisational and time management skills. Able to work on own initiative, prioritise and manage workload
* IT savvy especially in MS products
* Ability to travel to other Yorkshire Housing locations
* Eagerness to develop own skills and adapt to change
* Ability to work flexibly in line with Hub, Home and Roam principles
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| **It would be a bonus if you have:** |
| * Previous experience in a customer service and or administrative environment desirable
* A full driving license and access to a vehicle
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |