

JOB DESCRIPTION



JOB TITLE: Housing Partner Trainee

REPORTS TO: Area Housing Manager

RESPONSIBLE FOR: No Line Management Responsibility

Who are Accent?

We own around 20,000 houses across the North, East and South of the country. They are home to over 35,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As a Housing Partner Trainee, a summary of your role involves:

To become professionally skilled and competent as a member of an operational housing team providing a comprehensive range of landlord and estate services.

To attain vocational qualifications in Housing, supplemented with professional certification from Chartered Institute of Housing (CIH).

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

Key Responsibilities:

- Assist the wider team with administration duties.
- Attend appointments and home visits with Housing Partners.
- Manage a small patch of tenancies.
- Ensure accurate record keeping of interactions with customers.
- Develop networks and partnerships with relevant external agencies.
- Help with a range of project work, applying learned skills as part of a project team.
- Provide advice to tenants and support the implementation of decisions where necessary.
- Provide customers with housing information as required.



- Work alongside Housing Partners to investigate customer complaints and expressions of dissatisfaction.
- Adhere to Accent's Allocations & Lettings Policy and statutory regulations.

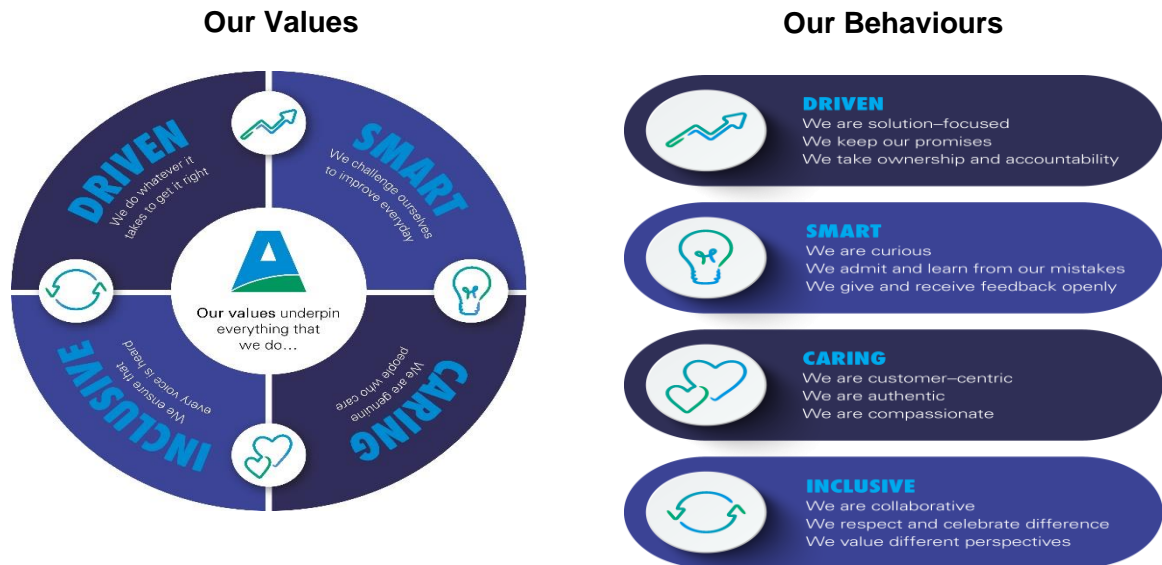
Special Conditions:

A traineeship is a work-based training programme that leads to an industry approved qualification. As part of this job role the post holder will be expected to undertake a recognised and approved course of study leading to a Level 3 and Level 4 in Housing. In addition, the post holder will be expected to attain certification with Chartered Institute of Housing.



What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours



The must haves:

- An intermediate level of working with Microsoft office applications and other relevant software e.g., housing management systems.
- A passion and interest in delivering great services within a social housing environment.
- Experience of delivering good customer services and/or dealing with members of the public.
- A commitment to developing your skills and knowledge base and a willingness to utilise training opportunities.
- An understanding of good teamwork and a willingness to invest in developing relationships with internal colleagues and external partners.
- You will have good communication skills able to communicate with people from all backgrounds.
- You will be able to demonstrate resilience and ability to deal positively with change.
- Ability to work under pressure while maintaining accuracy and high performance.
- You will be flexible in your approach to work, including where you work (on Site or office) and when you work (sometimes we may need to work outside of usual office hours).
- Full UK driving licence and access to a vehicle for business use with the willingness and availability to travel.

The added extras:

- You will be committed to working towards your study commitments.
- You will be educated to A Level/Level 3 standard.



- You'll be confident to adapt your approach to the company's needs.
- You will have a "can do" approach and be driven to succeed.

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

