

Job Description

Job title:	Housing Partner Trainee
Reports to:	Area Housing Manager
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

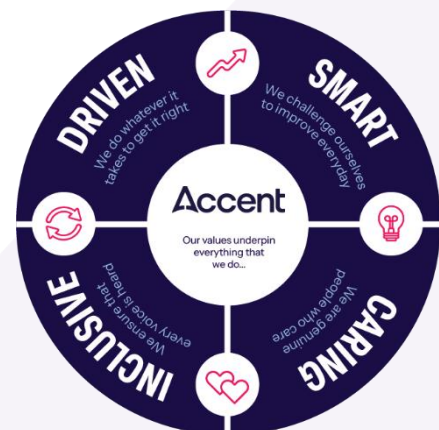
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Housing Partner Trainee, you will work closely with experienced housing partners to develop the skills needed to become a key contributor within the housing team. You will focus on providing a range of landlord and estate services, while actively pursuing professional qualifications and vocational training. This role offers you the opportunity to grow within the housing industry while playing an important part in the delivery of high-quality services to customers.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will embody our core values by being committed to excellence in customer service, delivering high standards of work, and maintaining a strong focus on continuous personal and professional growth. By working collaboratively with housing partners and external agencies, you will ensure that all actions align with Accent's mission to provide safe, affordable housing while contributing to vibrant communities. The opportunity to develop and grow through structured training programs will help reinforce our values and make a positive impact.



Key Responsibilities and Duties

- Assist the wider housing team with various administrative duties, ensuring records are accurate and up to date to support efficient service delivery.
- Attend home visits and customer appointments alongside experienced Housing Partners, learning how to manage tenant relations and customer queries effectively.
- Develop professional networks with external agencies to provide holistic support to tenants, ensuring that customer service is delivered to the highest standard.
- Participate in project work as part of a collaborative team, applying new skills to real-world challenges in the housing sector.
- Provide accurate advice and information to tenants on a range of housing issues, supporting the resolution of complaints and expressions of dissatisfaction where necessary.
- Adhere to the organisation's Allocations & Lettings Policy and ensure compliance with all statutory regulations.

The must haves:

- Proficiency in using Microsoft Office and relevant software systems, such as housing management systems.
- Passion for delivering excellent services within a social housing environment, with a customer-first approach.
- Commitment to personal and professional development, including willingness to pursue vocational qualifications and housing certifications.
- Ability to work under pressure while maintaining accuracy and high performance, with flexibility regarding work location and hours.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required.

The added extras:

- Experience in customer service or working with the public, with a focus on clear and effective communication skills.
- Educated to A Level/Level 3 standard or equivalent.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.