

Housing Pathway Apprentice



SALARY

Up to £16,425

RESPONSIBLE FOR

N/A

RESPONSIBLE TO

Senior Marketing and Communications Officer

Scheme Manager (Temporary Accommodation)

Customer Safety Team Leader

CORE PURPOSE

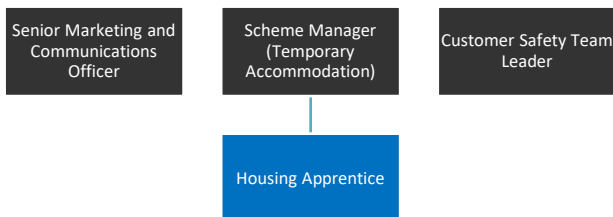
One team, transforming lives.

This is an exciting apprenticeship opportunity within Stockport Homes, working across three different areas of the business.

Working within our Temporary Accommodation scheme which provides accommodation for people experiencing homelessness, the post holder will offer practical support and advice to promote resident independence, and support residents with life skills.

Working within the Communications and Business Development teams, the post holder will be involved in seeking out new business opportunities and tendering for bids, as well as involvement in the day to day running of the communications function for Stockport Homes Group.

Working within the Customer Safety team, the post holder will be involved in all aspects of compliance and customer safety, including gas safety, Asbestos, Legionella and electrical wiring.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

23 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness



FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance

RESPONSIBILITIES *the Housing Pathway Apprentice will...*

Communications and Business Development

- ✓ Provide administrative support in the preparation of tenders and accurately record information.
- ✓ Support the management of material on the intranet.
- ✓ Support the organisation of marketing and procurement events and attend events.
- ✓ Take deliveries and help with the organisation of marketing merchandise.
- ✓ Search for new business development opportunities on relevant portals.

Customer Safety

- ✓ Respond to queries including information from engineers and customer complaints.
- ✓ Attend contractor meetings and take minutes.
- ✓ Use scheduling software to manage repairs and servicing

- ✓ Process invoices, paying contractors and charging 3rd party customers.
- ✓ Liaising with customers to arrange access to properties for safety checks.

Temporary Accommodation

- ✓ Agree support plans with residents, focussing on key areas that require assistance.
- ✓ Arrange referrals to partnerships organisations to provide specialist support services such as drug, alcohol and healthcare professionals.
- ✓ Advise and support residents with practical life skills.
- ✓ Accompany residents to appointments in a supportive capacity.
- ✓ Cleaning and preparing empty properties to be re-let after a resident has left the accommodation.

STRENGTHS *the Housing Pathway Apprentice will deliver key responsibilities by...*

- ✓ Being motivated to learn.
- ✓ Having a 'can do' attitude.
- ✓ Learning from mistakes in order to improve.
- ✓ Proactively engaging with colleagues.
- ✓ Taking an active part in discussions.
- ✓ Enjoying working in a busy environment.
- ✓ Being organised.
- ✓ Seeing tasks through to the end.
- ✓ Taking ownership and responsibility.
- ✓ Being open to trying different approaches.
- ✓ Building rapport with key stakeholders.
- ✓ Being hard working and tenacious.

REQUIREMENTS *the Housing Pathway Apprentice must have...*

- ✓ Good literacy and communication skills with the ability to explain complex information in a simple manner.
- ✓ Ability to communicate effectively with customers, with the skills to deal with difficult customers in a positive manner.
- ✓ Aptitude and discipline to undertake the CIH qualification at the appropriate level according to qualifications and experience.
- ✓ A commitment to equality and diversity.
- ✓ Good organisational skills and the ability to deliver key tasks and functions in an efficient and timely manner.
- ✓ A good working knowledge of IT and Microsoft Office applications.
- ✓ Ability to work co-operatively as part of a team in order to achieve measurable outcomes.
- ✓ A positive attitude.
- ✓ Ability to demonstrate empathy whilst maintaining healthy boundaries.
- ✓ Ability and commitment to working with vulnerable people.
- ✓ GCSE or equivalent in Maths and English.

VALUES *the Housing Pathway Apprentice will role model core values through....*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



Proud to be part of SHG

www.stockporthomes.org

