



HOUSING APPRENTICE

The Wrekin
Housing Group

Job Description and Person Specification
April 2025



The Wrekin Housing Group

Housing & Property Management Apprenticeship

Responsible to: Area Manager/Senior Housing Executive

Job Purpose:

- Develop skills and knowledge in the housing sector through a Housing/Property Management level 2 or 3 apprenticeship, the apprenticeship level and duration will be determined based on prior qualifications and experience.
- Work collaboratively with customers, colleagues, and partners to gain hands-on experience in housing management
- Support the delivery of the Group's Tenancy Management Service and Locality working
- Build essential competencies in housing management to enhance service delivery and customer support

What you will gain:

- On-the-job training and mentorship from experienced professionals
- A nationally recognised qualification in Housing
- Practical experience in a real working environment, developing key skills in Housing sector
- Progression opportunities upon successful completion of the apprenticeship
- A supportive and welcoming team that values compassion, commitment, and collaboration

Key Responsibilities:

Customer Service & Tenant Support

- Handle customer queries efficiently, ensuring clear and helpful communication
- Support the Housing Team in delivering tenant-focused services
- Assist customers with the lettings process, from registration to moving in
- Contact new tenants to ensure a smooth transition into their new homes

Tenancy & Property Management

- Assist in property inspections and report necessary repairs
- Monitor and record contractor performance on communal area maintenance
- Provide tenants with rent payment information and support tenancy sustainment
- Help residents report anti-social behaviour and process tenancy-related requests
- Support compliance checks, including fire alarms and assistive technology installations

Administrative & Clerical Support

- Provide administrative and IT support, including appointment booking and data recording
- Manage supplies for the local team and assist with invoice processing.
- Support the Housing Team with document management and payment processing

Person Specification

Housing Apprentice

Qualifications:

- The required qualifications for this apprenticeship will vary depending on the level of the apprenticeship programme:
- Level 2 – No formal entry requirements 16–18-year-olds will be required to attempt level 2 functional skills if not already achieved.
- Level 3 - Minimum of 2 GCSEs Grade 4 and above in English and Mathematics or the equivalent is essential (Grades A-C).
- A commitment to work towards any relevant framing and qualifications is required within this role
- Written and verbal communication skills are essential
- Driving licence is desirable

Who we are looking for:

No prior experience is needed—just a positive attitude and a willingness to learn! We are looking for someone who has:

- Strong customer focus with a proactive, solution-oriented mindset
- Effective teamwork, offering and seeking support when needed
- Confident using mobile devices, tablets, and smartphones for remote work
- Willingness to learn, develop skills, and go the extra mile
- Strong communication and listening skills, with the ability to engage at all levels
- Reliable, punctual, and committed to maintaining regular attendance
- Excellent IT and interpersonal skills, with the ability to present information clearly
- Well-organised, able to manage workload efficiently and meet deadlines

Values:

Competencies to achieve:

- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services
- Assists in identifying problems, offering appropriate ideas to resolve them and displaying a 'can do' approach to work tasks
- Plans individual work tasks to meet deadlines. Keeps manager and other involved parties informed of progress
- Demonstrates judgment and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services