

Housing & Property Management Assistant

Level 2

Duration:
12 Months

Example job roles:
Lettings
Negotiator
Lettings Admin

SME
Contribution:
£150

Occupational Role Profile

The housing and property management assistant occupation is an entry level role. It is customer facing and primarily responsible for the administrative work needed to support the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors. This work must comply with contractual, statutory and legal regulations.

Housing and property management assistants work closely with colleagues to explore solutions to problems and improvements to ways of working. They take responsibility for the quality, accuracy and planning of their own work.

The apprenticeship prepares an individual for a range of general housing and property management duties leading to entry level professional, management roles.

Delivery

The training is delivered using a blended approach with a mix of on site training and online sessions. Individuals work at their own pace with support from their trainer. Progress reviews are carried on a regular basis to ensure sufficient transparent progress is being made.

Core Knowledge & Skills:

Valuations
Legal & Compliance
Construction & Defects
Methods of Sale
Communication
Selling
Negotiation
Administration

Core Behaviours:

Customer Care
Public Relations
Personal Commitment
Adaptability

End Point Assessment

Upon successful completion of the training, the apprentice completes an independent assessment process carried out by a third party.

Benefits of the Programme

On completion of the apprenticeship, apprentices will be able to apply to the following for membership:

Chartered Institute of Housing (CIH) at Member level.
Association of Residential Letting Agents (ARLA) at Associate Grade or Member Grade (depending on length of service within the sector and within the organisation).
Institute of Residential Property Management (IRPM) at Foundation Level or Associate Level (depending on length of service within the sector and within the organisation).