

Senior Housing & Property Management

Level 4

Duration:
18 Months

Example job roles:
Property Manager
Office Manager
Director
Leasehold Manager

SME
Contribution:
£450

Occupational Role Profile

The senior housing and property management occupation in both social and private housing sectors is responsible for the management and delivery of housing and property related services within their business and service area(s). The role involves the management of resources with delegated authority to deliver the business objectives. The work must comply with contractual, statutory and legal regulations.

The senior housing and property manager manages a specific function and associated team(s) whilst working with the wider organisation, team, communities and external partners.

Senior housing and property management professionals are proactive in finding solutions to problems and identifying areas for improvement.

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:

Legislation & Regulation
Assets
Customers & Stakeholders
Range of Services
Financial Management
Customer Service
Information Collection & Sharing
Decision Making
People Management

Core Behaviours:

Responsive
Adaptability
Self Motivation
Resilience
Leadership
Customer Care
Team Work
Personal Development

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. They will also qualify for the Professional Diploma route to Chartered Membership.

Association of Residential Letting Agents (ARLA) at Member Grade or Fellow Member Grade (depending on length of service within the sector and position within the organisation).

Institute of Residential Property Management at Member Level (IRPM).