



Job Profile

Job Title	Level 2 Housing - Apprentice		
Job Reference No.	AHOMEJD017	Date of issue:	April 2026

The job in a nutshell...

This role supports the delivery of housing services across our rented teams. Working alongside Housing Managers and other colleagues to help customers manage their tenancies and access the right support. The role combines learning on the job with formal study towards a Level 2 housing qualification, giving practical experience across several housing functions while building confidence, skills and knowledge in a supported environment.

What success will look like...

Customers experience a friendly, reliable and helpful service because day to day housing queries are handled promptly and professionally. Tenancy sign-ups, basic tenancy issues and routine customer contact are completed accurately and on time. Customers feel listened to and supported, and know where to go for help, because information is clear and guidance is given in a calm and respectful way.

Rent accounts are monitored and early rent arrears are identified and followed up consistently. Customers understand their rent responsibilities and are supported to resolve issues at an early stage. Clear records are kept and appropriate actions are taken in line with guidance, meaning income is protected and customers are treated fairly and sensitively.

Low level anti-social behaviour concerns are responded to in line with agreed processes. Customers feel taken seriously and supported, while issues are addressed early to prevent escalation. Accurate notes and actions are recorded, and concerns are shared with the right colleagues when needed, helping to keep communities safe and well managed.

Property visits such as pre-tenancy checks, repair inspections and termination visits are completed as planned. Homes are safe, suitable and well prepared for customers because checks are carried out carefully and issues are reported clearly. Customers understand what is happening and what will happen next, reducing confusion and delays.

Customers are signposted to the right internal teams or external agencies when additional support is needed. People receive the right help at the right time because information is shared appropriately and referrals are made correctly. This helps customers sustain their tenancies and feel supported beyond housing issues alone.

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Customer and tenancy records are kept up to date and accurate. Information is handled in line with confidentiality and data protection requirements, meaning colleagues can rely on the information recorded. Systems are used correctly and consistently, supporting good decision making and safe, compliant services.

The apprenticeship programme progresses as planned because learning is taken seriously and support is used well. On the job experience links clearly to the qualification, and evidence is gathered and completed within agreed timescales. Skills and confidence grow steadily, allowing the apprentice to take on more responsibility over time.

Positive working relationships are built with colleagues across housing and other teams. Work is coordinated smoothly and support is offered when needed. The apprentice is seen as a reliable team member who is keen to learn, open to feedback and committed to delivering a good service to customers and communities.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>We have a creative spark</p> <ul style="list-style-type: none"> • Be confident to try something new – give it a go • Share your excitement and passion • Be receptive to and supportive of others' ideas 	<p>Commitment to learning & development</p> <ul style="list-style-type: none"> • Willingness to learn new skills and try new tasks • Openness to feedback and support • Motivation to complete an apprenticeship programme
<p>We get where our customers are in their lives</p> <ul style="list-style-type: none"> • Walk in our customers' shoes • Advocate for our customers regardless of who they are and amplify their voices • Understand how your role makes a difference to our customers 	<p>Customer focused communication</p> <ul style="list-style-type: none"> • Clear verbal communication with customers and colleagues • Ability to write simple, accurate notes and messages • Friendly, polite and respectful approach
<p>We have an eye for detail</p> <ul style="list-style-type: none"> • Pays attention to the details • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way 	<p>Working professionally</p> <ul style="list-style-type: none"> • Ability to manage tasks and meet deadlines • Careful and accurate approach to work • Understanding of confidentiality and sensitive information

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

An interest in housing, communities or public services
 Confidence in speaking to a wide range of people
 Basic IT skills or willingness to learn new systems
 Awareness of equality, diversity and anti-discriminatory practice
 Flexibility to work across different housing areas as part of the apprenticeship

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff..

Budget Holder	No	Budget value up to £	<input type="text" value="Enter value"/>
Manages People	No	# of direct reports circa	<input type="text" value="Enter value"/>
Travel	Regular	Driving Essential	Choose an item
DBS	Enhanced with barring		

