

Why Work as a... Senior Housing and Property Manager

A solution for your training needs and career progression

ROLE OVERVIEW

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.

KEY POINTS

- **Level:** 4
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Professional body alignment:** On completion of the apprenticeship, apprentices will be able to apply to the following for membership: CIH; ARLA; IRPM

KNOWLEDGE REQUIREMENTS

- Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas
- Understand the strategic value of the social and physical context of the estates and neighbourhoods
- Understand the diversity of customers, clients and stakeholders. Ensure the delivery of services to meet their requirements
- Have a developed understanding of the historical context and current trends in the housing and property markets (i.e. social, rented, affordable, private sector housing) and the strategic housing market

SKILL REQUIREMENTS

- Provide leadership in relation to the delivery of excellent customer service in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders
- Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets
- Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications
- Influence and negotiate with partners and suppliers

BEHAVIOUR REQUIREMENTS

- Take timely, flexible and responsive action to address complex issues
- Gain and maintain trust and respect to meet expectations by working in a confidential, ethical and empathetic manner with a professional attitude
- Embrace changing priorities and work patterns when requirements alter
- Be an ambassador and role model
- Be responsive and empathetic to client and customer needs

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