

## **Apprenticeship Standard: Senior Housing / Property Management Level 4**

The senior housing / property management occupation in both social / private housing sectors is responsible for the management and delivery of housing / property related services within their business/service area(s) with roles including Neighbourhood Housing Manager, Property Manager and Resident Involvement Management. 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. Designed by industry experts and leading employers including Aspire, Your Housing Group, the Guinness Partnership and the CIH, the new look apprenticeships are designed to stretch and challenge individuals.

### **Key responsibilities may include**

- Setting rents, administering collections and developing policies to deal with arrears.
- Inspecting properties
- Dealing with abandoned tenancies, squatters and unauthorised occupiers
- Recruiting, training and managing staff workloads
- Identifying housing needs
- Investigating and responding to complaints

### **Delivery**

- Typically, monthly mentoring support on a one-to-one basis
- Workshops and taught sessions
- English or maths sessions, where appropriate
- Workbooks and on-line support
- Enrichment

### **End-Point Assessment**

Successful completion of the Apprenticeship is determined by the CIH. Apprentices will need to achieve at least Grade 3 within each part of the EPA to be able to pass the apprenticeship.

- Portfolio 20%
- Project 80%
- Professional Discussion

**Learners will be graded Distinction 4-5, Pass 3, Not Achieved 1-2**

**Duration** - Designed in line with your organisational needs over 18-24 months

**Qualifications** – Apprentices without level 2 English and maths will need to achieve this level prior to completion of the apprenticeship.

**On completion learners will gain Professional status and the following qualifications:**

- Chartered Institute of Housing (CIH) at Member level
- ARLA at Member Grade or Fellow Member Grade
- IRPM at Member Level.
- Senior Housing Property Management Apprenticeship Standard
- CIH Level 4 Certificate in Housing Practice

**Progression** - Successful apprentices will be able to progress onto a Degree Level Apprenticeship.



Knowledge	What is required
<b>Legislation and regulation</b>	<p>Understand and interpret the principles, practices and legislation relating to current landlord and tenant law, relevant Codes of Practice and legal framework. For example, for the letting, management and termination of a variety of tenancy types. These include, but are not limited to, shorthold, freehold, assured, secure, long leasehold, and shared ownership.</p> <p>Understand and interpret the principles, practices and legislation as it applies to governance, court proceedings, contracts, data protection, safeguarding and other relevant areas,</p> <p>Understand and interpret legislation and regulation as they apply to housing standards.</p>
<b>Organisation background information and business planning</b>	Understand and interpret the business planning process, financial and risk management, organisation values and structure and the range of services available to customers. Understand organisational performance management systems and how the roles and responsibilities contribute to the achievement of the overall business objectives.
<b>Assets</b>	Understand the strategic value of the social and physical context of the estates/ neighbourhoods.
<b>Customers and stakeholders</b>	Understand the diversity of customers, clients and stakeholders. Ensure the delivery of services to meet their requirements.
<b>Context</b>	Have a developed understanding of the historical context and current trends in the housing/property markets (i.e. social / rented / affordable / private sector housing) and the strategic housing market.
<b>Range of services</b>	Understand and provide advice and guidance on housing services, for example repairs and maintenance, allocations, lettings, tenancy sustainment, financial and social inclusion, anti-social behaviour, care and housing support services, rents, service charges and portfolio accounts, and community involvement.
<b>Organisational policies</b>	Understand the organisation's policies and practices and how they relate to service area(s) and business objective. E.g. policies to deliver the housing services, people management and health and safety.

Skill	What is required
<b>Customer Service</b>	Provide leadership in relation to the delivery of excellent customer service in order to provide a professional, accurate, timely, ethical and non-judgmental front-line service which meets the needs of a diverse range of customers and stakeholders.
<b>Communication</b>	Demonstrate effective and appropriate communication skills, both verbal and written, in order to manage staff, resolve conflict and communicate effectively with clients, customers, stakeholders and/or partner agencies.
<b>Collaborative working</b>	Lead and work collaboratively with colleagues across the business and in partnership with external organisations to achieve individual, team and business targets.
<b>Respond to vulnerability</b>	Ensure services meet the needs of vulnerable individuals and groups (including those with complex needs).
<b>Information collection and sharing</b>	Undertake data analysis, interrogate, interpret and disseminate information using a variety of methods and applications.
<b>Influencing and negotiating</b>	Influence and negotiate with partners and suppliers.



<b>Financial management</b>	Manage budgets and report on financial performance. Ensure value for money.
<b>Performance and project management</b>	Demonstrate effective performance management. Take the lead on projects through effective project management.
<b>People management</b>	Lead, motivate, manage and develop individuals/teams to ensure excellent services are delivered. Coach, mentor and ensure the well-being of staff.
<b>Decision making and prioritising</b>	Apply operational and strategic thinking to inform effective decision making to meet individual, team and overall businesses objectives and priorities. Use a flexible and innovative approach to problem solving. Undertake forward planning.
<b>Tools and equipment</b>	Effective use of IT equipment and software.

<b>Behaviours</b>	<b>What is required</b>
<b>Responsive</b>	Take timely, flexible and responsive action to address complex issues.
<b>Trust and dependability</b>	Gain and maintain trust and respect to meet expectations by working in a confidential, ethical and empathetic manner with a professional attitude.
<b>Adaptability</b>	Embrace changing priorities and work patterns when requirements alter.
<b>Self motivation</b>	Work independently and effectively without close supervision.
<b>Resilience</b>	Has a high level of resilience, tenacity and calmness.
<b>Leadership</b>	Be an ambassador / role model.
<b>Customer care</b>	Be responsive and empathetic to client and customer needs.
<b>Team work</b>	Be an effective team leader and player.
<b>Personal development</b>	Be responsible for their continual development. Be a reflective practitioner.

#### **CIH Level 4 Certificate in Housing Practice Units**

<b>Mandatory Units</b>
Financing for Housing
Housing Law
Housing Policy
Professional Practice Skills for Housing
<b>Optional Units</b>
Managing people and change
Housing need, demand and supply

