

Housing Career Steps and Progression routes

The average salary for a housing officer role ranges from £22,000 to £36,140

Upon completion of your Housing apprenticeship and with experience in this sector, you could progress into other department like development, HR, legal or marketing. Housing covers a wide spectrum and with your transferrable skills you will be able to work across multiple sectors, this could include roles such as, Assets and repairs, Income collection/Maximisation or customer contact centre roles.

With further training, you could specialise in an area like management, contracts, community work and many more.

Please see further details on some of these progression routes below:



Housing Project Manager

Average salary

from £39,000 to £46,000 and upwards for more experienced managers.

You can get into this job through:

- a university course
- Further education/ enhanced qualification
- working towards this role
- training with a professional body

Studies

You could complete a foundation degree or degree in:

- housing studies
- social policy
- project management

You could get into this career through a higher apprenticeship in project management or a housing and property manager advanced apprenticeship. You could train specifically to help businesses create environmentally friendly policies and practices through a sustainability business specialist degree apprenticeship.

It would also be desirable for you to be a member of a relevant professional institute (e.g., RICS, CIOB, CIH, RIBA) and have a suitable Health & Safety qualification.

If you're already working as a Housing Officer, you could become manager through company training and promotion.

Look at progression in this role and similar opportunities.

You could:

- move into a more senior position
- take on responsibility for housing service across a region
- become a director for a whole organisation
- work in project development, fundraising/finance or marketing

Community Liaison officer

Average salary

Ranges from £23,000 to £37,000

A community liaison officer (CLO), sometimes referred to as a local liaison officer, communicates and coordinates activities between an organisation and a community. Typically, this might be required where an organisation such as a property developer has a significant interaction with the general public.

You can get into this job through:

- a college course
- an apprenticeship
- University
- applying directly
- specialist courses run by a professional body

- Working towards this role

Education and experience:

You may be able to get this role through qualifications and experience:

- A Level/HNC Level standard (or equivalent) qualification, and/or have relevant housing/customer qualification or experience
- an understand of compliance, Health & Safety and risk
- previous experience of a Customer Liaison role within a housing environment
- strong communication skills
- the ability to present information clearly and influence key stakeholders

An apprenticeship

You may be able to get into this role through the following apprenticeships:

- housing advanced apprenticeship
- customer serviced advanced apprenticeship

You may also need a degree that is specific to the industry you work in for example;

- Housing and Community Planning
- Housing Studies

Lettings Agent

Average salary

Ranges from £16,000 to £30,000

Lettings Agents manage rental proprieties on behalf of owners.

You can get into this job through:

- an apprenticeship
- working towards this role
- specialist courses run by professional bodies

Apprenticeship

Apprenticeships relevant to this role include:

- housing and property management assistant intermediate apprenticeship
- housing and property management advanced apprenticeship
- senior housing and property management higher apprenticeship

You may also be able to gain relevant experience for lettings agent work through a junior estate agent intermediate apprentice

You can study for the [National Federation of Property Professionals](#) qualifications in Residential Letting and Property Management while looking for work.

The [Chartered Institute of Housing](#) also offers qualifications in Letting and Managing Residential Property.

Professional and industry bodies

For professional development and networking opportunities you could join:

- [ARLA Propertymark](#)
- [Chartered Institute of Housing](#)

With experience, you could progress to a management role or move into estate agency work. You could specialise in particular types of letting like commercial property, holiday or student letting services.

Family Support Worker

Average salary

Ranges from £18,000 to £35,000

Family support workers help and advise families with long or short-term difficulties.

You can get into this job through:

- a college course
- an apprenticeship
- volunteering
- applying directly

Volunteering

Experience is essential when applying for training or jobs. You can get this through paid or voluntary work in:

- children's homes
- nurseries
- family refuge centres
- probation services
- family community centres
- mental health services
- youth projects

Skills and knowledge

You'll need:

- counselling skills including active listening and a non-judgemental approach
- sensitivity and understanding
- patience and the ability to remain calm in stressful situations
- to be flexible and open to change
- the ability to work well with others
- the ability to accept criticism and work well under pressure
- the ability to understand people's reactions
- a desire to help people
- to be able to carry out basic tasks on a computer or hand-held device

Career tips:

Experience in working with families would be beneficial and an enhanced background check would also be carried out for this role.

National Careers Service

A skills assessment can be helpful at any stage of your career, like when you:

- start your career
- return to work
- progress your career

Transferable skills are a set of skills that you're good at. You can build them up over time, through work, volunteering, education and life. You can apply these skills to a range of jobs. You may want to take an assessment to help you:

- find out what interests and motivates you
- identify your skills
- find out what you can do with the skills you have

Discover your skills and careers

Understanding yourself can help you work out what careers you may enjoy working in.

Please click [HERE](#) to take a skills assessment

This assessment:

- contains fewer than 50 multiple-choice questions
- takes 5 to 10 minutes to complete

When you finish, you will see some suggestions of roles you may enjoy based on your answers. You may want to [explore careers](#) based on these recommendations. You can compare different careers to see what interests you.

Employment Agencies

Employment agencies give you the opportunity to register your intention to look for employment and will often screen your area of expertise and provide you with current opportunities

There are a number of Employment Agencies available to register with, some are generic in employment areas and others are more specific to the sector.

[Reed](#)

[Adecco](#)

[Indeed](#)