

JOB DESCRIPTION

JOB TITLE:	Housing Trainee
RESPONSIBLE TO:	Business Development Coordinator
RESPONSIBLE FOR:	n/a
DEPARTMENT/SECTION:	Customers & Communities
SALARY (£):	£11,382 p.a / £218.30 per week or National Minimum / Living Wage equivalent

MAIN PURPOSE OF THE JOB

Would you like to be part of a dynamic housing management team working to deliver much-needed affordable and sustainable homes in north Wales?

An excellent opportunity has arisen with Cartrefi Cymunedol Gwynedd (CCG) – a leading provider of quality affordable housing in north Wales, to gain experience of working in a busy housing management department.

You will, in turn, work within various teams including Rent, Allocations, Neighbourhood Services and Customer Services providing an excellent service to our tenants and customers in each department.

Full training and support will be provided in the role.

KEY RESPONSIBILITIES

Customer Service

CCG's Customer Service Team is responsible for making sure we deliver great customer service. Answering telephone calls, dealing with e-mails helping to resolve complaints. Your role within the Customer Service team will include;



- Answering the phone, responding to emails
- Promoting services through social media

Rent

The Rents and Income team is responsible for the collection of rent and other charges from CCG tenants. The main objective is to maximise the income due to CCG in an effective manner which is sensitive to the needs of the tenants and leaseholders and the business needs of the organisation. You will be learn how to;

- Provide benefits advice to help tenants
- Work with tenants to provide a range of rent payment options – discover what suits the tenant – Direct Debit, payment card etc,
- Follow policy guidance
- Sign-post tenants relevant agencies. (eg Citizens Advice Bureau).

Allocations

The Allocation Team is responsible for allocating CCG properties for suitable Tenants. You will assist in the Allocations team to:

- Ensure that empty homes are re-let as quickly as possible to the correct standard.
- Manage notices received for properties becoming empty - deal with receipt of keys at end of notice period.
- Work with CCG's repairs & maintenance team (Tîm Trwsio) on any repairs undertaken on void properties before let to tenants.

Neighbourhood Services

The Neighbourhood Services Team ensure CCG's estates and neighbourhoods are safe, clean and comfortable for its residents. We support strong sustainable Communities by tackling anti social behaviour, ensuring gardens and the environment are clean and tidy and engaging with the local Community, supporting projects and schemes. Your role in the Neighbourhood services team would include



- Support CCG's teams to look after neighbourhoods – reducing anti-social behaviour and increase pride on estates.
- Get to know tenants and provide support to help them sustain their tenancy
- You will learn how to check safety standards for communal areas e.g. flats

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager.

CCG recognise that Management Trainees will need support and training and this will be planned in an appropriate way.

PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
QUALIFICATIONS	
3 GCSE's (grade D or above) which must include Mathematics / English / Welsh	E
EXPERIENCE, KNOWLEDGE AND SKILLS	
Knowledge or genuine interest in housing or welfare issues.	E
Experience of volunteering or working in the community	D
Experience of working with customers	D
Ability to communicate effectively (phone, face to face or in writing)	E
Good organisational, administration and IT skills –able to use basic IT packages using Microsoft Office (Word, Excel, Outlook) or similar.	E
Ability to work with tenants, staff and other partners	D
Ability to provide good customer service.	D
A positive outlook to supporting customers and communities	E
LANGUAGE REQUIREMENTS	
The ability to communicate in Welsh and English (support may be available if you need help to develop written and verbal Welsh skills).	E



