

Neighbourhood & Property Apprentice

November 2021

Leeds & Yorkshire Housing Association

Recruitment Information Pack



WELCOME LETTER

LYHA is an amazing place to work for those who can turn vision into reality, are happy to be accountable for their results and have the energy levels needed to drive positive change. We have high expectations and are passionate about our customers. If you share these values, then read on.

LYHA is a traditional housing association with 65 years of history making a positive impact in Leeds and Yorkshire. Steeped in history and building on our heritage you will find us to be a modern, vibrant business with clear vision to make a real difference locally. We are planning a great future and this new role is an exciting part of the next stage in our journey.

We have ensured LYHA is financially strong and developed new homes on a par and equivalent to the largest Associations in the country. We have ensured our homes are well invested in and have provided a good level of customer service.

We are looking for someone with an enthusiastic attitude, a motivated outlook and a passion for providing a great customer service.

Sharing our values (BELIEVE) is more important than the ability to do the job. I hope I have inspired and energised you to want to find out more and want to apply. I believe this is a brilliant opportunity to shine and make a positive difference.

Yours sincerely



Mark Pearson, Chief Executive Officer
Leeds and Yorkshire Housing Association

Neighbourhood & Property Apprentice

Salary £12,792 per annum (£6.56 hourly rate)

Working pattern Monday to Friday

Generous benefits: 25 days leave (plus bank holidays), enrollment into the Social Housing Pension DC Scheme, family friendly policies, training, and development opportunities

You will undertake a wide range of duties including:

- Answering enquiries and respond to requests for information and advice
- Initiating outgoing calls and enquiry responses and encourage customer feedback to improve customer experience
- Accurately collect and record customer information, and where necessary, complete timely referrals to either internal or external contacts as appropriate
- Provide administrative and organisational support e.g., maintain databases

What will I need to be considered for this role?

Personal qualities

- Ability to complete tasks within given deadlines
- Maintain a professional image of the business
- Honest, trustworthy and reliable

Desired qualifications

- You must have GCSEs at grades C/4 or above in English Language and Maths or equivalent

Desired skills

- Excellent customer service skills
- Excellent communication skills
- Good time management skills

This is an opportunity to apply your experience, a chance to work with some great colleagues and be part of a team that has set some ambitious goals for the future. We work as One LYHA: a combination of great colleagues all committed to being the best we can be.

LYHA is committed to equality of opportunity in employment for all its employees and to developing work practices and policies that support employees to achieve a work-life balance. One of our aims is to be an Employer of Choice. By offering a desirable working environment, with a professional approach to our service provision supported by attractive terms and conditions. We positively welcome and support diversity in our workforce and welcome applications from all sections of the community.

Key Dates:

Closing date: 12noon Friday 10th December 2021

Interview date: week commencing 13th December 2021



LYHA is committed to attracting and retaining colleagues who can make a valuable contribution to its ongoing success. Effective recruitment is essential to the delivery of LYHA's plans and as such we adopt recruitment practices and processes which ensure that the best candidate is appointed. LYHA is committed to ensuring equality of access and opportunity in these practices and processes for all applicants.

LYHA has been awarded **Disability Confident** status by the Department of Work and Pensions. Disability Confident is a national scheme that aims to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

Definition of Disability

The Equality Act 2010 defines a 'disabled person' for the purpose of the Act as a person who has a 'disability' if they have a physical or mental impairment that has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities.

Reasonable adjustments

To support our aim of removing barriers to employment for disabled people, we are committed to making any necessary reasonable adjustments. These adjustments may include modifying the selection process, the job role or the working environment. To assist us in planning to accommodate your individual needs, we ask that candidates let us know during the recruitment process either on your covering letter or an additional letter. This information will be treated as confidential within the recruitment process and will be used solely with your consent, for the purpose of the recruitment and selection process.

Guaranteed interview

LYHA has a policy to interview any disabled applicant who meets the essential special criteria for the role. You must also be able to demonstrate that you meet the criteria.

We also consider any reasonable adjustments that need to be made as we wish to ensure that disabled candidates needs are considered during the selection process.

Further advice and alternative formats

If you need further advice or assistance in order to apply for the role, please contact [Path Yorkshire](mailto:info@pathyorkshire.co.uk) on 0113 262 4600 or info@pathyorkshire.co.uk

Job Title: Neighbourhood & Property Apprentice

Date: November 2021

Purpose of the Role

- To support the delivery of excellent neighbourhood and property management services which put customers at the centre of what we do and improves customer experience.
- To respond to a wide range of enquiries from customers by providing advice and information through assessing customer needs, in a prompt, efficient and courteous manner.

Main Duties and Responsibilities

- Work to provide positive results for LYHA customers, by supporting customer facing teams
- To answer enquiries and respond to requests for information and advice
- To initiate outgoing calls and enquiry responses and encourage customer feedback to improve customer experience.
- To accurately collect and record customer information, and where necessary, complete timely referrals to either internal or external contacts as appropriate.
- To provide comprehensive administrative & organisational support. This includes:
 - Telephone and electronic customer communications
 - Maintenance of databases
 - Management of tenancies
 - Allocations and lettings administration
 - Rent and service charge accounting
 - Income maximisation advice
 - Customer satisfaction and customer care calls
 - Funding applications
 - Use electronic housing management system to effectively record all contacts with customers and relevant details to enable effective date management and reporting
- Develop effective working relationships with internal teams external agencies, partners and contractors.
- To maintain an awareness of all relevant team developments and participate in all aspects of training, pro-actively seeking opportunities for learning and self-development so as to improve effectiveness and efficiency of service delivery.
- To help collect and keep customer insight data current and use the data to help focus the service delivery to the areas and customers which will have the biggest impact.
- Ensure record keeping on IBS, CRM, SharePoint and all relevant software, is detailed and timely. Ensure that customer records and contact details are updated frequently and that LYHA have an accurate and relevant record of its customers through this process.
- To adopt a positive, flexible and proactive approach to neighbourhood management which requires you to work outside of normal office hours when required and too often work within the communities you manage.
- To ensure awareness of the key organisational objectives and performance indicators, which drive neighbourhood management and to ensure that these are woven into the approach to the role.
- To maximise customer satisfaction and recognise the value of complaints. Ensuring that this feedback is used positively to build and develop the service.

- Work as an individual, or with colleagues / external partners, to challenge and resolve anti-social behaviour affecting LYHA customers and communities.
- Support teams to deliver resident involvement and community investment activities.
- Support events to engage customers, for example surveys; focus groups; tenant / leaseholder groups; continuous improvement groups; special projects; estate fun days etc.
- Participate in drafting, and editing LYHA materials for various purposes, for example policies; newsletters; Directorate plans; and performance reports
- Any other duties as agreed with your manager

General

1	To promote and ensure positive health & safety behaviours and culture
2	To challenge all unsafe behaviours and practices.
3	Ensure that equality and diversity is promoted and celebrated across the company and ensure that the LYHA strategy is delivered.
4	It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage, and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

Person Specification

Job Title: Neighbourhood & Property Apprentice		
Date: October 2021		
Education & Qualifications		
1	5 GCSEs grades A*-C/9-4 or equivalent (including English Language and Maths)	CV
Experience and Knowledge		
2	Knowledge of social housing issues or appreciation of housing related issues & effect on customers;	SI/I
3	Experience using Microsoft Office Apps (Word, Excel, Outlook, Teams and PowerPoint)	SI/I
4	Evidence of achieving excellence in delivery of customer services;	SI/I
5	Experience handling customer enquiries by telephone, face to face, email etc	SI/I
6	Organised and able to handle several competing demands, flexibility to switch between tasks ability to work on own initiative & as part of a multi-disciplinary team	SI/I
Skills and Behaviours		
7	Excellent communication skills	SI/I
8	Strong problem-solving skills and resilience	SI/I
9	Customer focused with good customer relation and communication skills. Must be able to discuss customer issues over the telephone, extract useful information and explain facts in non-technical terms	SI/I
10	Fast "hands-on" learner. Must not be afraid of the unknown and be prepared to learn whilst still being able to recognise their current skills and know when it is best to ask for help.	SI/I
11	Be capable of producing professional documents and aid in the creation of LYHA policies, procedures and customer documentation	SI/I
12	Be able to speak and write fluent English with good grammar	SI/I
13	Highly organised, neat and able to handle a number of competing demands	SI/I
14	Proven ability to work on own initiative and see problems through or show enthusiasm in wanting to be involved in their conclusion.	SI/I
15	Able to work in a multi disciplinary team, recognises own strengths and weaknesses and can work as a team-player to best achieve goals	SI/I
16	Flexibility to switch between tasks	SI/I
17	Able to put customers' needs first and maintains customer confidentiality	SI/I

Method of Assessment

- CV Curriculum Vitae
- CL Cover Letter
- I Interview
- S Skills test
- C Production of Certificate

Our Mission, Vision & Values

We firmly believe that everybody deserves a safe, warm and affordable home. However, we are about more than bricks and mortar; we strongly believe that people and communities should be supported to thrive and live well in sustainable tenancies.

In September 2020 we launched our new three-year corporate plan which sets out our new vision, mission and values for LYHA. It's called Together 2023 because it's all about partnership with our customers, to shape what we do and how we do it and customer feedback played a very important role in developing this plan.

Our Mission: *“We will enable our customers to live well by providing warm, safe and secure homes, by investing in relationships and by delivering great services”.*

Our Vision: *“To ensure all of our customers live in a home they love and in a community in which they can thrive”.*

Our Values:



What do these values mean to us?

Bold – we are unafraid to try new things, meaning that we take informed risks to help us be better at what we do.

Empathetic – we understand and always try to see the perspective of others.

Loyal – we are dedicated to what we do for our customers, take responsibility and are ambassadors for LYHA.

Integrity – we always act with honesty and transparency and spend money wisely.

Ethical – we always do the right thing in the right way, rather than take the easy option.

Vibrant - we are dynamic and passionate about delivering excellence and the opportunity we have to make a difference.

Engaged – we work as a team and understand the importance of colleague and customer involvement in how we make decisions.

For further information please view our [Full Corporate Plan - Together 2023](#) or our [Corporate Plan Summary](#).