

# Level 2 Housing & Property Management Assistant

The housing and property management assistant occupation is an entry level role. It is customer facing and primarily responsible for the administrative work needed to support the creation and sustainment of successful tenancies and leaseholds in both social and private housing sectors.

The role involves working under supervision within the wider organisation, team, communities and external partners. Examples include preparing paperwork for service charges, supporting consultations and undertaking customer surveys, undertaking neighbourhood and property surveys using checklists, data administration, conducting supervised viewings and rental negotiations, handling telephone calls, filing and scanning, arranging meetings and events and researching new initiatives under the instruction of a supervisor.

## What will you gain:

Level 2 Housing & Property Management Assistant

Level 1 or 2 Functional Skills in maths & English (if not already attained)

## Progression Routes:

Level 3 Housing & Property Management

Level 4 Senior Housing & Property Manager

Career opportunities to progress into higher roles or to gain a promotion

## LEARNING ACTIVITIES

### E-LEARNING SELF STUDY

Complete various e-Learning & self study modules

### MASTERCLASSES

Online classes hosted by specialised skills coaches

### PROJECTS & ACTIVITIES

Complete projects & activities to improve skills & behaviours

### ONE-TO-ONE

One-to-one learning sessions with Skills Coaches

### FUNCTIONAL SKILLS

Complete your English & maths learning & exams

### EMPLOYER LED LEARNING

Attend conferences, events & training led by your employer

## END POINT ASSESSMENT

### WORK-BASED CASE STUDY

Work-based case study. A 5000-word report and diary based on the practical work-based assignment

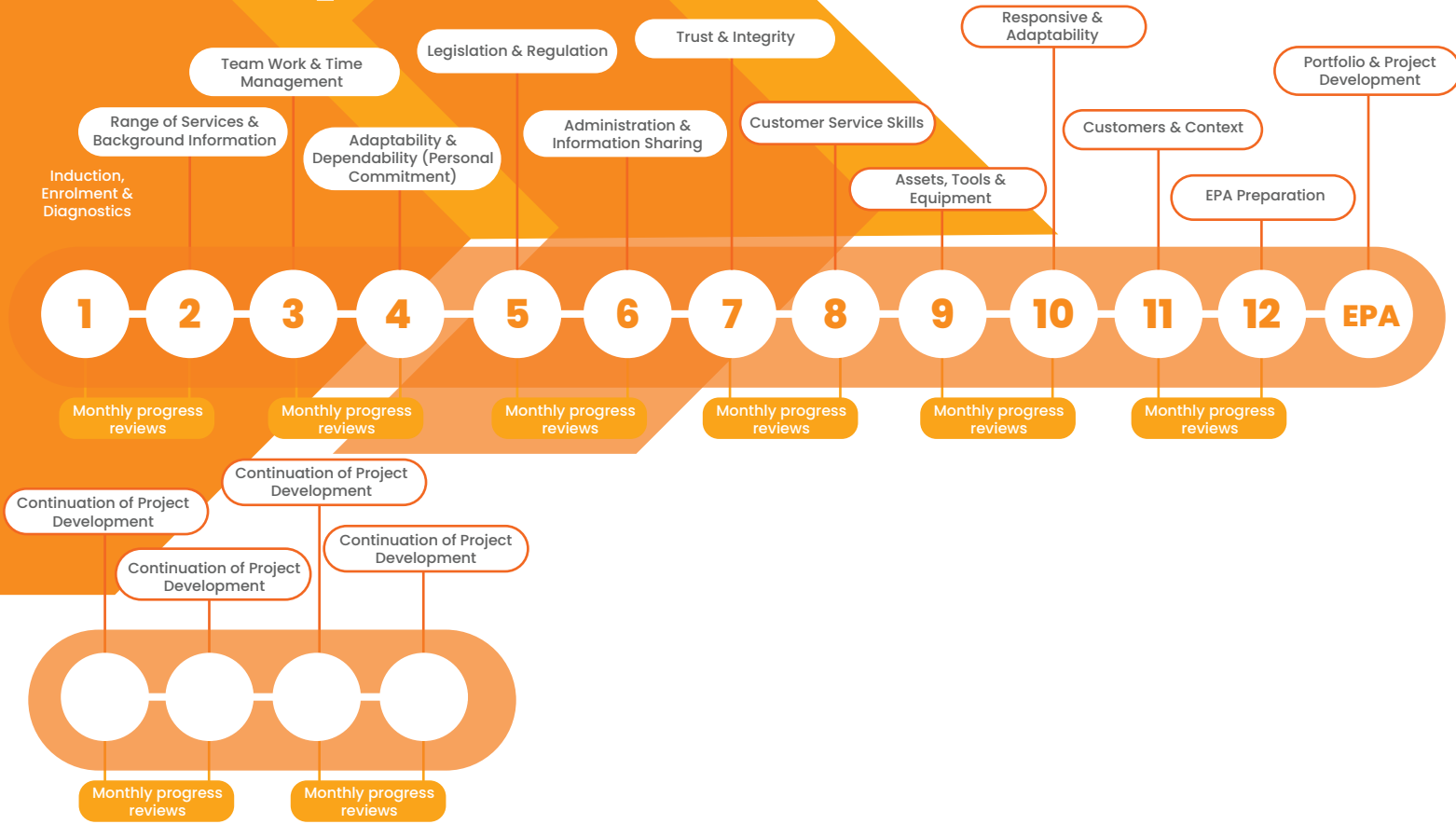
### PORTFOLIO OF EVIDENCE

This is a collection of your knowledge & Skills that you have used during your time on programme

### VIVA PRESENTATION W/ Q&A

A 15-minute presentation & 45-minute Q&A session. You will have already submitted your work-based project which will have been assessed.

# Typical Apprenticeship Journey



## Off the job training

### What counts towards off the job?

