

Are you **passionate** about helping others?

Do people **trust** your advice?

Have you a gift for **customer service**?

Are you keen to **learn new skills** and build a long and rewarding career along the way?

25 Different Careers – Is there one for you?

housingplus
together for the right reasons

ssha
your local housing provider

PROPERTYCARE
your customer care guarantee

Housing isn't just about the housing profession. Take a look at the range of careers, many of which you do not need a formal qualification to start, and see if your values meet ours.

Corporate Support

Secretarial and administrative support to the Group Management team. Administration, post handling, ordering stationery supplies, printing/photocopying.

1. Executive Assistant
2. Corporate Support Officer

Media relations, market research and information, corporate events and promotion.

3. PR and Promotions Officer
Events Officer

Review processes to ensure efficiency and maximise capability for undertaking additional work

4. Business Improvement Manager **Essential Qualifications:**
HNC or equivalent Building Surveying or Quantity Surveying/Estimating

Monitor, resolve and report customer complaints, concerns and compliments.

5. Customer Liaison Officer

Development

Identifying opportunities for new business, designing and managing new-build homes for rent or shared ownership, property and land purchases, land sales and shops.

6. Development Manager **Desirable Qualifications:**
*Technical Officer (Development) *BTEC Construction or Building Studies or similar
Development Assistant
7. Sales and Marketing Manager

Human Resources

Management of HR matters and training & development, including NVQ programme.

8. *Human Resources Advisor **Essential Qualifications:**
Human Resources Assistant *Chartered Institute of Personnel and
Development professional qualification

Desirable Qualifications:
*A1/A2/V2 Assessor and Verifier

9. Health & Safety Adviser **Essential Qualifications:**
NEBOSH General Certificate

Finance

Management accounting. Production of payrolls and process insurances policies and claims; financial management of development projects; General accounting, ie Financial Ledgers; Income and expenditure; Processing payments through cheques, BACS, Standing Orders and Direct Debit.

10. *Management Accountant **Essential Qualifications:**
*Financial Accountant *CCAB recognised qualification
Financial Services Officer/Assistant
Payroll Officer **Desirable Qualifications:
** Institute of Payroll Professionals

IT and Compliance

Support, design and development of systems; problem analysis, system upgrades; Geographical Information System (GIS); Electronic Document Management system; Maintenance of intranet and internet sites; Network issues including security and remote access; Daily operations/IT helpdesk; Training and one to one coaching for employees on all systems and hardware.

11. ICT Manager
Systems Analyst
Technical Officer
Customer Liaison Officer

Legal Services

Conveyancing (Right to Buy and Right to Acquire, land and property sales and purchases), rent possession court work. All legal work and representation in court.

12. *Legal Officer
Senior Legal Assistant
Legal Assistant
- Essential Qualifications:**
*LLb Law; Law Society Practising Certificate

Neighbourhood Management

First point of contact and provision of advice service to tenants and prospective tenants on all tenancy issues; encourage involvement in maintenance and improvement of estates and communities and support residents' activities; investigate and prosecute incidents of anti-social behaviour, gather evidence and support residents through cases.

13. Neighbourhood Management Officer
Neighbourhood Involvement Officer
Anti-Social Behaviour Officer
Housing Assistant

Choice Based Lettings

Dealing with all applicants for housing, transfers and exchanges, identifying prospective tenants, processing vacant properties and accompanying prospective tenants on property viewings.

14. Choice Based Lettings Officer
Choice Based Lettings Assistant

Customer Services

First point of contact for visitors and all calls on free/main telephone number, directing calls to appropriate sections. Answering general Housing Services enquiries and deals with application and transfer issues, urgent/emergency repair requests and taking payments. Administration on behalf of Neighbourhood Services and Supported Living teams.

15. Customer Services Officer

Monitor rent payments to identify those customers who may be having difficulty paying their rent; offer support and guidance to customers to help them manage their debt.

16. Income Management Officer
Advice and Support Officer

Customer Insight

Enable customers to have a say in decisions which affect their housing and engage with the wider community on issues which affect the Group's overall business objectives.

17. Customer Insight Manager
Involvement Manager
Involvement Officer

Supported Living

Our Supported Living Co-ordinators advise and support elderly people in our sheltered schemes and in the community, to help them identify and access the support services that will benefit them, whether for their health, lifestyle or social needs, so that they can remain fit, active and independent in their own home. We manage 14 Sheltered Schemes (630 properties) and around 2,200 customers connected to the Community Alarm system in both Association and non-Association property.

- 18. Supported Living Co-ordinator
 - 19. Scheme Cleaner
- Essential Qualifications:**
CIH Level 3 National Certificate in Housing

Property Services

Commissioning: Plan the long-term maintenance of our properties and land (Grounds Maintenance), and developing partnering relationships with contractors. This involves managing large-scale improvement projects e.g. replacing kitchens or windows, updating central heating systems, and annual gas servicing for all 5000+ properties. The team also provide an award winning disabled adaptations service to help improve the quality of life for disabled and elderly tenants and to people with mental health issues.

- 20. Technical Officer

External Contracts: Contract and site supervision, surveying, estimating; tendering for works, procurement of services/contracts, generating income, payment of subcontractors.

- 21. Contracts Surveyor
- Essential Qualifications:**
HNC or equivalent Building Surveying or Quantity Surveying/Estimating

Maintenance: Our Maintenance team carry out emergency and day to day repairs. Inspecting repairs on site, resolving customer issues, ensuring safe systems of work: Managing appointments, liaising with tenants, operatives and relevant teams within the Group to ensure target dates are met.

- 22. Repairs Supervisor
- Repairs Inspector
- Repairs Administrator

Carrying out property repairs: We employ 54 trades operatives, including 4 apprentices – Plumber, Bricklayer, Painter/Decorator, multi-trade operatives (Carpentry & Plumbing).

Every year, our repairs teams: carry out approx 20,000 repairs; respond to 3500 emergencies – average within 2 hours response; fit 300 kitchens. They have an excellent customer service record and respond to repairs with a two hour appointment slot: over 99% of appointments met; over 96% of repairs completed in one visit.

- 23. Trades Operatives
 - 24. Driver/labourer
- Essential Qualifications:**
NVQ Level 2 in relevant trade
Essential Qualifications:
LGV licence

Caretaking and Communal Areas: Maintaining cleanliness, decoration and repairs of all communal areas.

- 25. Mobile Caretaking Operative