

Job Description

Job Title: Housing Graduate Trainee

Reporting to: Executive Director of Customer Experience

Accountable for: N/A

Main duties and Responsibilities

- To undertake a rotational programme developing knowledge and understanding of all aspects of housing.
- Develop an understanding of housing legislation and regulation.
- Develop an understanding and working knowledge of the crucial role that housing has in regenerating and maintaining our communities by building better futures.
- Contribute to a variety of process reviews and projects that underpin our People First ethos whilst maximising technology.
- Facilitate, organise and contribute to meetings and collaboration sessions on a variety of subjects.
- Support with the review of any Policies, Procedures and guidance.

Skills, qualities and knowledge

- Some work experience
- Preferably has a degree
- Developing and managing relationships within an organisation
- Passionate about communities and customers
- Excellent interpersonal skills
- Possesses excellent organisational skills
- Is able to prioritise and meet deadlines
- Some project management experience
- Can carry out small research projects

General Obligations

- To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with, Aspire's policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients and customers.
- Taking ownership and responsibility to respond to complaints positively and professionally (*as appropriate to role*).
- To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
- To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's absolute discretion in the future.

As a general term of employment, Aspire may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within Aspire.