

Property Services Administration Apprentice

Directorate:	Property Services	Line Manager:	Project Manager
Team:	Property Services	Role Type:	Operational

To support the Property Services, Project Manager and Administrator with all administration duties to each of our key service areas.

Key Responsibilities	<p>This details the core duties and expectations of the roles (not a task list)</p> <ul style="list-style-type: none"> • Provide support to each of our key service areas (responsive repairs, voids, gas and planned/asset) • Work alongside and support Voids Performance • Support all Property Services Surveyors in processing invoices and CRM Actions • Monitor progress of repairs with subcontractors, updating Open Housing with outcomes of repair jobs • Professionally handle queries from THT Customers • Updating the Housing Management System • Other reasonable duties in line with the THT
Key knowledge / Skills / Qualifications	<p>Academic/ vocational/ professional qualifications (if any) and/or experience or knowledge or skills required/desired (if any).</p> <ul style="list-style-type: none"> • Enthusiasm for the role and THT • Good communication skills, both orally and written • Ability to work independently, as well as being a good team player • Good organisational skills • Good problem-solving skills • Willingness to learn and grow • Good standard of education, ideally GCSE's in English and Maths, Grade C / Grade 4 or above • Basic IT knowledge • Ability to communicate effectively • Ability to respond to changing priorities to meet deadlines