



Homes for Haringey

## **Graduate trainees – one year programme**

**Tenancy Management (2 places)**

**Asset Management (1 place)**

**Salary: £21,375 - £23,277**

**36 hour week**

Homes for Haringey is a progressive and ambitious, two-star ALMO, focused on delivering decent homes to our vibrant outer London borough. And our Graduate Training Programme is the perfect introduction to social housing for highly motivated graduates. It's a one-year scheme that will give you experience and expertise in the areas of either Asset or Tenancy Management. Join us and you'll develop skills in project management, people management, decision making, negotiation and communication. You'll also develop valuable expertise in the housing sector.

### **Tenancy Management**

Here you'll develop expert knowledge of housing policies and procedures. You'll then use this knowledge when dealing with housing management enquiries on everything – from rents and transfers to repairs and antisocial behaviour. We'll also give you special project work on a case-by-case basis.

### **Asset Management**

This work will be primarily project based. Initially you'll support other team members, looking at issues from funding opportunities to external contracts. Eventually, you'll lead projects of your own. You'll need to be able to interpret statistical and analysis trends, write reports and design questionnaires and surveys.

### **What you'll need**

You should have graduated in 2008 or 2009 with a minimum 2:2 degree or higher. You'll be able to show interest and enthusiasm for working in the public sector and for Homes for Haringey. You'll also be self-motivated, confident and flexible, with the ability to learn new skills and information quickly and to adapt to working in a variety of different teams over the course of the scheme.

To apply online visit [www.homesforharingey.org/jobs](http://www.homesforharingey.org/jobs). To receive an application pack by post call 0845 313 3142 (Monday to Friday, 9am to 6pm) and quote the reference number HFH-098.

**Closing date: Friday, 26<sup>th</sup> March, 2010**

**Interview date: week commencing 12<sup>th</sup> April, 2010**

If you would like to speak to someone regarding these positions then please contact Jennie Wyatt on 020 8489 3234.

## Generic Job Description

<b>Post title:</b>	Graduate Trainee
<b>Directorate:</b>	Either Housing Management or Asset Management
<b>Responsible to:</b>	
<b>Job Purpose:</b>	To support the Tenancy Management or Asset Management team in providing a service to our residents. This trainee role gives an overview of working for Homes for Haringey and contributing to an excellent service delivery. It is intended to provide a foundation for further experience with the housing sector.

### Main duties

1. Work at a high level in a job placement within the organisation; undertaking a range of operational, routine and specific project work linked to service aims and overall business objectives.
2. Represent Homes for Haringey both internally and externally, to develop and maintain an understanding and awareness of relevant initiatives and challenges facing local government.
3. Undertake relevant training.
4. Build strong professional relationships within Homes for Haringey to improve cross office understanding and partnership working.
5. Demonstrate commitment to continuous personal and professional development through active participation in graduate development events and by exploring placement and employment opportunities.
6. Dealing with enquiries, using the department systems and other resources to provide an efficient prompt service.
7. Take part in general induction presentations and other events to promote the service both internally and externally.
8. Take responsibility for the health and safety activities applicable to the post as set out in the Homes for Haringey policy statements.
9. Ensure application of good equal opportunities practice with regard to all duties of the post, to treat all colleagues and service users fairly and to challenge any discriminatory practices.

10. Undertake any other duties consistent with the basic objectives and duties of the post.

### **Tenancy Management (specific duties)**

1. To develop and maintain a good knowledge of relevant housing policies and procedures and apply this knowledge in dealing with enquiries.
2. To receive and respond to enquiries on all housing management
3. matters (such as rents, transfers, repairs, anti social behaviour) which have been received directly or referred from Homes for Haringey generic call and customer services centres, and identify more complex enquiries for referral on to a specialist officers.
4. To undertake special project work as directed (such as garage lettings, access for gas checks, unauthorised occupancy checks) which may include carrying out site visits, collecting and preparing information and reports.
5. To ensure that customer care standards are maintained and to undertake all work activities ensuring that Homes for Haringey policies including equalities and health and safety are adhered to, and that the organisations values are upheld.
6. To use and operate in house systems appropriately.
7. To maintain the general filing system including dealing with incoming and outgoing files. To copy file contents and make up duplicate files as required in order to comply with Homes for Haringey responsibilities under the Freedom of Information legislation.
8. To be responsible for the initial visitors at reception or those accessing the service by telephone. To provide information and advice in a prompt, efficient and helpful manner in accordance with Homes for Haringey's public service standards.
9. To process invoices and input information to raise orders/ release payments by using the computerised financial system. To process requests for cheques, insurance claims, rechargeable and other payments from the repairs holding account and other budgets in accordance with Homes for Haringey's financial regulations.
10. To process correspondence, open, record, acknowledge and distribute incoming mail. To assist in the administration of Homes for

Haringey's public complaints procedure and correspondence systems.

11. To maintain the general filing system including dealing with incoming and outgoing files. To copy file contents and make up duplicate files as required in order to comply with Homes for Haringey responsibilities under the Freedom of Information legislation.
12. To provide general administrative support to the area/neighbourhood teams. To undertake filing, arrange appointments, photocopying and other administrative duties.
13. To advise applicants about the availability of transfers and mobility schemes. Provide advice about waiting lists and property information using our OHMS database and/or the Homeseach system, and to assist them in registering requests for transfers.
14. To assist with training and induction of colleagues in the area.

#### **Asset Management (specific duties)**

1. To support and eventually lead projects.
2. To research funding opportunities and bring them to the attention of managers within the team.
3. To be able to interpret statistical and analysis trends.
4. To write reports and minutes of meeting.
5. To design questionnaires and surveys.
6. To carry out day to day administrative tasks.
7. To attend evening meetings.

## **Person specification**

### **Education**

- 2:2 or above degree

### **Skills and attributes**

#### **Ambition and motivation:**

- Interest and enthusiasm for working in the public sector and for Homes for Haringey.
- Self-motivation to seek out new opportunities for personal and organisational learning and development
- a 'can do' approach /attitude.

#### **Vision:**

- Having longer-term vision and awareness to see how services can be adapted to meet future needs and challenges.

#### **Leadership:**

- The ability to build and influence effective relationships with a variety of people and create enthusiasm and commitment to a shared vision.

#### **Communication:**

- The ability to express ideas and impart key messages clearly, confidently and effectively through both written and oral communication and to a variety of audiences.

#### **Flexibility:**

- The ability to learn new skills and information quickly and confidently, to be able to adapt to working in a variety of different teams over the one year scheme.

#### **Working with others:**

- The ability and awareness to work with Homes for Haringey's diverse workforce and population, to bring together people's strengths and to work alongside others to achieve common goals.