



ROLE **PROFILE**

JOB TITLE: Development and Asset Management Apprentice

REPORTING TO: Development Manager

TEAM: ForLiving

JOB OVERVIEW

Responsible for the identification of development opportunities, assisting with development projects delivery from inception to completion.

To be responsible for and support in the delivery of planning, capital delivery, voids, repairs and cyclical activities

To contribute to and maintain effective working practices across all teams within ForHousing.

Develop and maintain a positive and flexible work environment which underpins ForHousing’s core values, and which encourages staff to grow, develop and maximise their potential in delivering exceptional services.

To support team members in delivering on all projects.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING



Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Becoming a key member of the ForHousing Team. Successfully identifying and delivering development and asset projects.
- Identifying and assessing suitable properties, sites and development opportunities. Undertaking feasibility studies involving extensive use of the internet and other sources of research data to allow the proper assessment and feasibility of opportunities for development.
- Negotiating with landowners, developers and building contractors to agree purchase of properties, package deals and S106 opportunities (Section 106 – purchasing properties from a private developer who supplies a proportion of their overall development as affordable homes)
- Liaising with colleagues in other departments to ensure that the activities are communicated in a regular and informative manner.
- Liaising with consultants and other professionals throughout the delivery of a project. To ensure that projects run smoothly, delivered on time & on budget.
- Appointing consultants and other professionals to assist with the successful delivery of development projects.
- Attending site meetings on behalf of ForHousing.
- Preparing and presenting reports to the Development Committee as required.
- Ensuring that that HE grant funded projects meet key milestones dates set by HE (Homes England) and updating IMS system (Investment Management System) when required. Ensuring all projects are fully compliant.
- Assist the Strategic Lead with the preparation of funding bids to Homes England and other funding bodies.
- Carrying out market and valuation research to assist with the financial appraisal of new development opportunities.
- Maintaining knowledge of Homes England Design and Quality Standards in so far as they affect the viability of development proposals.
- Being familiar with Proval, the financial tool to assist with the financial appraisal of projects.

- Developing good working relationships with key stakeholders such as, Homes England, developers, local authorities, and other key agencies.
- Maintaining and providing information for the production of monthly and other periodic returns & reports. (e.g. cashflows)
- Maintaining full, accurate and timely records of all project activity.
- Keeping up to date of changes within the housing sector.
- As and when required, attending resident/stakeholder consultation events outside of normal working.
- Helping to maintain and identify areas of best practice to ensure Void, Adaptations and Responsive Repair costs are within allocated budgets.
- Liaising with housing staff, customers and stakeholders on all matters relating to responsive repairs and other servicing activities.
- Ensuring regulatory and legislative requirements and good practice is incorporated into repair methodology. Contributing to developing ForHousing's repairs policy.
- Assisting with the delivery of the adaptation process, including customer liaison, referrals to Ots (Occupational Therapists) and relevant documentation and maintenance across the North West.
- Assisting in the ongoing monitoring and delivery of the repairs and voids service, including contractor liaison, property inspections and documentation.
- Preparing for and engaging in operational meetings to provide updates, monitor progress and highlight concerns.
- Carrying out lone surveys as and where required in line development opportunities.
- Undertaking any minor general surveying duties or project management duties as directed by management.
- Assisting in the supervision and control repair work carried out to the housing stock and certify accounts for this work.
- As required, attending and facilitating resident group meetings, boards local area panels, focus groups and consultation events. This will require out of hours, evenings and on occasion require weekend working.
- Acting as a client link between contractors, consultants and tenants during any works undertaken to ensure that the works are carried out in a manner which represents excellent customer service and supports the vision and values of ForHousing.
- Assisting with developing robust performance management arrangements, contributing to good practice and managing preparations for external audits and inspections.
- Being instrumental in facilitating and delivering the Void and Responsive repairs service and processing improvements in line with ForHousing's corporate objectives.



- Ensuring that complaints are dealt with swiftly & effectively on an on-going basis. Ensuring that staff/partners learn from complaints and utilise this as a service development tool.
- Taking a full and active role in the implementation of your own personal development and participating in the training and development of colleagues.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job.
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies, to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:
Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are desirable unless defined as essential)	ASSESSED BY:
Qualifications and Training (desirable)	<ul style="list-style-type: none"> • Relevant professional qualification, Degree or similar level • Relevant housing qualification, ability or experience 	AF/QC AF/QC AF



MAKE A DIFFERENCE



	<ul style="list-style-type: none"> Achieved GCSE in Mathematics and English grade 4 or equivalent 	
Experience, knowledge, skills, and qualities (desirable)	<ul style="list-style-type: none"> Experience of the use of Microsoft office software in particular Outlook, Word, Excel Access Experience of working within a team Understand Homes England compliance Requirements Experience of operating Homes England IMS (desirable) Experience of PROVAL (desirable) Experience of Pentana (desirable) 	<p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Skills and abilities	<ul style="list-style-type: none"> High level of interpersonal skills and ability to communicate with a range of audiences Able to work with demanding deadlines and manage resources through peaks and troughs. Able to make sound judgements on the information available Performance management, service planning and target setting skills (desirable) Evidence accuracy and attention to detail Able to use initiative 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personal Qualities	<ul style="list-style-type: none"> A positive “can do” approach to work Commitment to customer focus, equality and diversity. Ability to present complex issues in a clear and concise manner. Demonstrate sound understanding of principles around affordable housing. Able to work as an enthusiastic and flexible team member, contributing to a wide range of corporate challenges A strong commitment to high quality customer service Adapts positively to change Adopts a flexible approach to the requirements of the job Ability to work collaboratively with others to deliver high quality services to our customers Have high standards of professionalism with respect to work Must have an enthusiasm and willingness to undertake appropriate business related training 	<p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Other (essential)	<ul style="list-style-type: none"> Hold a current valid driving licence and have a car available for work at all times. Ability to be flexible with working hours as required. A highly motivated value driven individual committed to delivering excellent services for the customer. 	<p>AF/QC</p> <p>AF/I</p> <p>AF/I</p>

