

Kickstart Role Outline

Role Title:	Trainee Commercial & Leasehold Assistant
Location:	Home-based with occasional visits to the office
Days & Hours	TBC with the applicant at interview - 25 Hours
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>To provide an administrative and organisational support to the group's leasehold and commercial customers ensuring they are managed in accordance with the terms of their leases, legislation, regulation, and best practice. To ensure residents receive a customer-focused, responsive and value for money service.</p> <ul style="list-style-type: none"> • To deliver an excellent, seamless customer service throughout sales, lettings and management processes • Monitor and respond to marketing, sales, letting and management queries. • To assist in managing utility accounts for new schemes and void properties • Work in partnership with asset and repair team colleagues and external contractors to ensure repair and defect performance matches service standards and customer expectations • Collate information, advice and guidance documentation and manage CRM and management database systems • To diarise viewing of void properties • Tenancy management and housing management • Send appointment letters post lets/pre terminations/annual property inspections for Commercial and Leasehold Property Officers • Monitor cloud-based fob system • Raise sundry invoices • Collate void costs from voids team and commercial income for protected deposit claims
What's In It for You the candidate:	<p>You will gain an awareness and understanding of the following to help with your employment journey.</p> <ul style="list-style-type: none"> • legislation and regulation in the property management sector • Customer service, including how to respond to different customers groups • quality standards • administrative skills • collecting and sharing information • decision-making and time management skills • using IT equipment and software

	<p>During the course of the placement, you will be fully supported through the following ways:</p> <ul style="list-style-type: none"> • 1:1 check-ins with your manager to see how you are doing • 1:1 pastoral support (fortnightly video/telephone calls to discuss any challenges/difficulties you may be experiencing or successes you have had during your placement) • Informal monthly group placement catch-ups with all kickstarts who have joined at the same time to learn and share from one another • Participate in a group social activity • Monthly insight bitesize sessions to learn more about the wider business • Attend group employability skills development workshops called Get Your Future Started • Support with creating and updating your CV to reflect your placement experience • Support with applying for jobs/apprenticeships • Support with interview prep • Access to interview clothing
<p>Skills or Qualifications required</p>	<p>Key skills required:</p> <ul style="list-style-type: none"> • Good communication skills to engage with both internal and external customers. • Ability to work in a team but is equally self-motivated and can work independently • Be well organised with the ability to prioritise work, have effective time management skills • The ability to work to defined timescales and deadline
<p>Pay</p>	<p>National Living Wage</p>
<p>How to Apply</p>	<p>To be eligible you must be between 16 – 24 years old and claiming Universal Credit.</p> <p>To apply you must speak directly with your JCP work coach and ask to be referred to this opportunity.</p>