



Rural Stirling Housing Association (RSHA) are delighted to be working with our partner GP Strategies in the recruitment and training for a Modern Apprentice in Business Administration based in our Stirling Office.

Have you ever thought about a career in housing? Housing associations are charitable, non-profit making organisations that provide affordable housing for people in need of a home.

### **Modern Apprenticeship Programme**

The successful candidate will undertake a Modern Apprenticeship in Business Administration. Full funding is available for those aged between 16 -24. You will work towards the achievement of a nationally recognised Business Administration Diploma (SCQF 6). You will be supported throughout your apprentice journey by a dedicated GP Strategies Assessor.

### **What you'll get in return**

RSHA can offer an excellent salary as well as an excellent benefits package (including a contribution towards the costs of learning to drive), you will also have the opportunity to liaise with senior stakeholders and build your career in a dynamic and energetic environment.

### **What skills and qualities we are looking for?**

The successful candidate will be expected to demonstrate the following skills:

#### **Essential**

- Committed to the ethos of organisation
- Committed to delivering quality customer service
- Ability to work as a member of a team
- Ability to work on own initiative
- Good oral and written communication skills
- Good numeracy skills
- Enthusiastic, flexible and friendly
- Committed to learning and self-development
- Excellent time management and organisational skills

#### **Desirable**

- Knowledge or experience of housing sector
- Experience of working with members of the public in a customer focused environment and of supporting teams to deliver services
- IT literate, with knowledge of PC based office management systems
- Skilled in use of social media applications and digital communication

## **The Role**

**Salary – Employers in Voluntary Housing (EVH) Grade 3 from £17,338**

**Fixed Term Contract for One Year**

## **What will you be doing?**

A career in housing offers a competitive salary, terms, and conditions. If you wish, there are opportunities to study housing related subjects to postgraduate level.

We are looking to recruit an enthusiastic young person to complete a one-year Modern Apprenticeship in Business Administration. You will work with our teams to provide a first class service to all of our tenants, applicants, owner-occupiers, homeless people and other service users.

Working for us is a great opportunity if you enjoy working with the public; are interested in learning new skills; are able to work on your own initiative and as part of a team. A conscientious and flexible approach to work is essential.

## **Key Responsibilities**

Job opportunities in housing include those that involve;

- Allocating, renting and managing properties
- Maintaining and repairing properties
- Developing and building new properties
- Community development and regeneration

## **Customer & Corporate Services**

- Provide a first-class customer service at all times to ensure that targets are met in a manner that pleases customers
- Front line customer reception duties including telephone calls and visitors
- Handling and processing mail and enquiries generated via our website
- Dealing with complaints
- Maintaining a high level of confidentiality and discretion with all information relating to the business
- Provide customer and corporate administrative services including processing data accurately and timeously, photocopying, filing and so on

## **Housing Services**

- Assist with the maintenance of information relating to housing applicants, tenancy turnover and welfare benefit payments
- Assisting with tenancy matters and estate management duties
- Assisting with the provision of Factoring services to our owner occupiers
- Assisting with the provision of services to Venachar Ltd our subsidiary organisation

**Closing Date for applications is Friday 31<sup>st</sup> May 2019.**

**Interviews are likely to take place on Tuesday 11<sup>th</sup> June 2019.**

**If you have any questions in relation to this fantastic opportunity or would like more information on the role, please contact the Apprenticeship Recruitment Team at GP Strategies on 01786 478 478.**