**Universal Credit Kickstart Scheme Vacancies**

We are working in conjunction with the Department of Work and Pensions and Charityworks to provide traineeships for those on Universal Credit.

The trainee will, as part of their role, undertake awrap-around 6-month programme of employability and developmental training, delivered by Charityworks – the UK non-profit sector’s talent programme with over a decade of experience supporting young people to kickstart their career to create social change. Learning together with their Kickstart peers across the charity sector, all sharing similar values and career motivations, this programme will be similar in approach to the national Charityworks scheme ([www.charity-works.co.uk](http://www.charity-works.co.uk)).

It will comprise a range of onboarding support, skills sessions aimed at developing employability, national conferences, group workshops, peer coaching and practical toolkits all delivered through the Charityworks Digital Learning Platform. Charityworks are currently exploring the possibility for the Kickstart Learning Programme to be an endorsed ILM (Institute of Leadership & Management) opportunity, and for them to be able to offer in real life delivery as and when government restrictions allow.

We currently have three vacancies which are available to those currently claiming Universal Credit.

**Housing Support Assistant**

We believe it is our customer’s desire an excellent level of service and want to build communities that our customers are proud to live in. Your job working within the Operations Directorate, you will help support our frontline housing service, working directly with customers, and supporting our housing officers to deliver on key performance areas. You will also work to support the wider business with clerical and administrative tasks, such as supporting the finance team in invoicing and supplier management.

You will help manage out housing waiting list, helping to relet properties as quickly as possible. You will help support customers in managing their rent account and taking enforcement action where necessary. You will provide support to our Asset Management team, helping to raise repairs, work with contractors to ensure that our properties are maintained to a high standard and that we deliver on our landlord health and safety obligations. You will help with managing tenancy breaches, including anti-social behaviour, property condition and other tenancy matters. You will also work on a wide range of digital initiatives which will enhance our service to customers and ensure that we offer high performing customer service.

You will learn key skills including customer service, providing administrative support building safety regulations, rent management, lettings and allocations and as well as gaining an overall insight into property and tenancy management and social housing.

**We are looking for someone who is target driven, with a strong focus on customer service. You should be** systematic, meticulous, and thorough in your approach. You will be confident in your approach to the role, have excellent customer service skills. You will hold a relevant professional qualification or be willing to pursue further study to develop within the role. The ideal candidate will be proactive and work to the highest standards. Candidates will have experience of working in a busy environment balancing conflicting priorities. Candidates will be expected to be flexible in their approach to work. Candidates will be proficient with all MS Office packages and have the ability to learn and operate bespoke packages. A driving licence and use of your own vehicle is desirable.

The wage for this role is £8.20 an hour and a working week is 35 hours a week.

**Caretaker**

We believe it is our customer’s basic right to have a home that is safe, secure, and warm, and want to build communities that our customers are proud to live in. Your job is to deliver an outstanding caretaking and concierge service to meet the needs of customers in our properties, proactively seeking to maintain the high standards expected by our customers.

Working in a varied role, where no two days are the same, your responsibilities will be to help maintain our properties and estates to a high standard. You will undertake based property repairs and maintenance, site inspections, safety checks, cleaning and maintenance of our external areas including ground maintenance works where identified. You will work with our contractors to ensure that repairs and maintenance are performed to a high standard and work closely with your colleagues to help relet properties quickly and make minor improvements to our estates You will build effective relationships based on trust and respect and be a great ambassador for EPIC helping direct our customers to the correct advice and support.

You will learn key skills including customer service, building safety regulations, care of substances hazardous to health, basic maintenance as well as gaining an overall insight into property management and social housing.

Whilst no specific qualifications are required, it is desirable for the applicant to have a current first aid certificate, NVQ or BICS Training. Essential knowledge is the ability to undertake general maintenance and repairs knowledge, to use mobile devices i.e., tablets, smart phones etc. and confident in using emails and other computer systems. The ideal candidate will have worked in a similar role previously or have transferable skills which can meet the key responsibilities. A driving license is essential for this role, as is access to a vehicle for works use.

The wage for this role is £8.20 an hour and a working week is 35 hours a week.

**How to Apply**

To apply for either of these roles you must be referred by your Universal Credit work coach and provide your Introduction ID.

Please send a copy of your CV and cover letter to recruitment@epichousing.co.uk