



Trainee Property Compliance Co-ordinator

Location: K2, Timbold Drive, Kents Hill, Milton Keynes MK7 6BZ

Salary: £22,000 per annum

Internship duration: ending 31 December 2023

Closing date for applications: 30 September 2022 at 12pm

About Grand Union Housing Group

Grand Union is a Housing Association with over 12,500 properties across Bedfordshire, Northamptonshire and Hertfordshire. We have nearly 400 colleagues and our office is in Milton Keynes.

The GEM Programme

We are working with the Centre for Partnership and their [GEM Programme](#), an award-winning graduate development programme which supports people to build careers in housing. Centre for Partnership are involved in recruitment to this role and the GEM Team will offer on-going support for your personal and professional development during your placement.

The successful applicant will have the option to join the GEM Programme alongside their placement with Grand Union. This includes:

- Involvement in unique 'GEM Shack' experiences and events
- Mentoring and coaching to build your skills
- Student membership of the Chartered Institute of Housing (CIH)
- Support to achieve the CIH Level 4 Certificate in Housing

About the team

The role of the compliance team at Grand Union is to keep our customers safe.

As a landlord, by law we are responsible for ensuring that all our properties are safe for our customers to live in. Risks come from the use of gas, electric, fire, and the potential presence of asbestos and legionella.

To make sure that we comply with our responsibilities, we need to co-ordinate contractor visits to customer properties, provide certificates to confirm safety requirements are met and ensure that we have records of any actions we have taken to evidence compliance.

About the internship

We are looking for a Trainee Property Compliance Co-ordinator to join our small team, who are responsible for the co-ordination and administration support to the wider compliance team.

Summary of key responsibilities:

- Processing certificates and checking for accuracy and anomalies.
- Updating hazards on our property database.
- Ensuring repairs and new jobs are logged within agreed timescales and raise orders for works.
- Booking appointments with customers and contractors and co-ordinating correspondence, including complaints.

The successful applicant will receive full training on Grand Union's processes and systems, and support will be given to help you develop and take on more responsibility.

Skills required for the role

- Graduate level of education in any subject/discipline
- Good attention to detail
- Ability to accurately record data
- Organised
- Understanding of good customer service and willingness to provide this
- Confident user of communication tools including phone, email and in writing

How to apply

Before applying, please ensure that you meet the following criteria:

- You have a primary diagnosis of autism
- You are aged 18 or over at the start of the internship
- You are a UK resident/have the right to work in the UK

To apply, please send your CV and a covering letter that describes:

- Your experience of recording data accurately
- Your understanding of the importance of good customer service and why this is important
- Anything else that demonstrates your suitability to the role.

This should be sent to ross.price@centreforpartnership.co.uk before the closing date on **Friday 30 September at 12pm.**

Recruitment timeline and process

- Applications close: Friday 30 September at 12pm.
- First stage: A member of the GEM Programme team will be in touch to discuss your application informally.
- Second stage: Interviews (organised by Grand Union) with shortlisted applicants during October.
- Placement starts: October/November – exact date agreed with successful applicant and on satisfactory completion of pre-employment checks. More information will be provided on the GEM Programme for you to decide whether to participate in that alongside your placement.
- Placement ends: 31 December 2023.