

## Job Profile

Job details			
<b>Job Title</b>	Graduate Apprentice		
<b>Section</b>	Corporate		
<b>Report to</b>	Governance Officer		
<b>Grade</b>	EVH 4-5		
<b>Hours of work</b>	35		
<b>Place of work</b>	Ralston House, Cyril Street, Paisley		
<b>Disclosure Level</b>	Basic	<b>Date Reviewed</b>	May 2026

Person Specification			
<b><u>Education and Experience</u></b>			
<b>Essential</b>			
<ul style="list-style-type: none"> <li>• Educated to Degree level or equivalent (SCQF level 9 or above)</li> <li>• Demonstrable experience of administrative work, project support, or customer-facing roles.</li> <li>• Experience using Microsoft Office applications to produce accurate, high-quality work.</li> </ul>			
<b>Desirable</b>			
<ul style="list-style-type: none"> <li>• Experience working within a housing, public sector, or community-based environment.</li> <li>• Understanding of the role of a Registered Social Landlord.</li> </ul>			
<b><u>Knowledge, Skills and Abilities</u></b>			
<b>Essential</b>			
<ul style="list-style-type: none"> <li>• Ability to manage competing priorities and organise own workload with moderate supervision.</li> <li>• Strong written and verbal communication skills, with the ability to prepare routine reports and correspondence.</li> <li>• Ability to analyse information, identify issues, and escalate appropriately.</li> </ul>			
<b>Desirable</b>			
<ul style="list-style-type: none"> <li>• Understand the Housing Services provided by a Housing Association.</li> </ul>			
<b><u>Values and Attitudes</u></b>			
<b>Essential</b>			
<ul style="list-style-type: none"> <li>• Ability to demonstrate empathy with the organisation's values and its community-based ethos</li> <li>• Commitment to continuous improvement and excellence</li> </ul>			
<b><u>Other</u></b>			
<ul style="list-style-type: none"> <li>• Ability to meet the practical requirements of the post including flexibility regarding travel and evening meetings</li> <li>• Possession of a full current driving license and access to a car for business use</li> </ul>			

## Job Purpose

The vision of Williamsburgh Housing Association is “improving homes and lives in our communities.” The graduate apprenticeship post is a four year programme whereby the organisation will sponsor the member of staff through a Post Graduate in Housing Studies diploma.

The purpose of the role will be predominately providing administrative and organisational support throughout the business in order to learn the delivery of all aspects of a small RSL. The post holder will be given opportunities throughout the apprenticeship to “rotate” through our different departments in order to fully absorb all aspects of working for a Housing Association.

## Core Responsibilities

### Operational and Administrative Support

- Act as a first point of contact for tenants, owners, and contractors providing accurate information and progressing routine enquiries to conclusion.
- Conduct property, tenancy, and welfare visits, preparing clear notes and escalating issues appropriately.
- Assist with pre-tenancy checks, allocations processes, and tenancy sign-up documentation.
- Record, monitor, and follow up maintenance issues, ensuring timely resolution and effective communication with tenants and contractors.
- Support compliance activities including gas safety, electrical checks, and other statutory requirements by maintaining accurate records and monitoring due dates.
- Prepare routine reports, letters, and documentation for managers, committees, and external bodies.

### Information Management & Record Keeping

- Maintain accurate digital and paper records in line with WHA’s retention schedules and GDPR requirements.
- Collate and analyse routine data to support service delivery, performance monitoring, and audit requirements.
- Act as a reliable source of information for colleagues on administrative processes and system use.

### Service Improvement & Policy Support

- Assist in the development, review, and updating of policies, procedures, and guidance documents.
- Identify opportunities to streamline administrative processes and improve customer experience.
- Contribute to project work and organisational initiatives as required.

### Teamwork & Collaboration

- Work collaboratively with colleagues across departments during rotational placements.
- Represent WHA at meetings and events, including occasional evening meetings.

### Management Committee

- As part of the development within this role, the candidate should join and partake in all training as a volunteer committee member of AN other RSL.
- Time for training and attending meetings will be covered as part of this job role with WHA.

## General

- To attend and, where necessary, represent WHA at meetings with external organisations and individuals, including evening meetings as required.
- To contribute to the general development and wider activities of WHA, as a member of the staff team and to act at all times in the best interests of WHA.
- To ensure compliance with our IT and GDPR policies and retention plans and schedules.