

Start your career in housing as a Neighbourhood Advisor Apprentice

Looking for a rewarding first step into a career where you can make a real difference? Join Peaks and Plains Housing Trust as our Neighbourhood Advisor Apprentice and help us support safe homes and thriving communities across East Cheshire and the High Peak.

We manage over 5,000 homes and work closely with customers, partners and local communities. As an apprentice in our Neighbourhoods Team, you'll learn on the job, build practical skills and gain a recognised qualification while being part of an organisation that improves people's lives every day.

You'll be welcomed into a friendly, supportive team that acts as a key link between tenants and the Housing Trust. From helping customers sign up for their tenancy and settle into their new home, to supporting with day-to-day tenancy management, you'll play a part in helping neighbourhoods stay safe, well maintained and connected.

This is a great opportunity for someone who enjoys working with people, wants to learn, and is interested in social housing, customer service or public service.

Most of your apprenticeship will be spent learning through hands-on experience across tenancy management, neighbourhood services and customer experience, with support from experienced colleagues along the way.

You'll work under the guidance of the Lead Neighbourhood Officer while completing the training required for your apprenticeship.

By the end of the apprenticeship, you'll be a fully trained **Level 2 Housing and Property Management Assistant**, with valuable experience and a range of future career options in housing management and customer services.

Salary: Starting Salary £15,434.02 in the first year, increasing in the second year in accordance with our apprentice policy statement (Currently £22,888.09).

Training Course: Housing and Property Management Assistant (level 2)

College or training Organisation: The Learning Foundry [Housing | The Learning Foundry](#)

Hours: Full-time, Mon-Fri 37 hours per week, between the hours of 8.30am-5.00pm

Duration: 18 months. Possible full-time permanent position on successful completion of apprenticeship.

Positions Available: One

Where you'll work: Ropewalks, Newton Street, Macclesfield SK11 6QJ

What you'll be doing: As our Neighbourhood Advisor Apprentice, you'll build your confidence and skills by:

- Learning how to respond to tenancy-related queries in a professional, timely and helpful way.
- Keeping customers updated, providing accurate information and knowing when to involve the right colleague for more complex issues.
- Supporting the Neighbourhood team with sign-ups, tenancy changes, terminations, allocations, lettings, transfers, garage tenancies, assignments, successions and mutual exchanges.
- Helping prepare documents, update systems, arrange appointments and record outcomes accurately.
- Maintaining accurate customer and property records in line with service standards and data protection requirements.
- Developing your understanding of housing policies, procedures and systems and putting your apprenticeship learning into practice.
- Contributing ideas to improve processes and customer communications.
- Working positively with colleagues, partners and contractors to support great outcomes for customers.

What we're looking for:

Essential qualifications

GCSE or equivalent in:

- Maths and English at GCSE (or equivalent) (grade C/level 4)

If you have other relevant qualifications, let us know. We may be able to adjust the apprenticeship to reflect what you already know.

You'll be a great fit if you are committed to providing good customer service, share our values, and enjoy working with others. Some customer-facing, public-facing or team-working experience would be helpful, along with a willingness to learn, good basic IT skills and an interest in social housing or public service. To find out more about our values, visit - peaksplains.org/about-us/work-for-us/why-work-for-us/our-values/.

This is an entry-level opportunity, so you must not have worked in a housing role previously.

Closing Date - 27th July 2026 (interviews a week later)

Ready to take your first step into housing? When you apply, you'll be asked to sign in with a GOV.UK One Login. You can create one at the same time as applying for this apprenticeship.

After signing in, you'll apply for this apprenticeship on the company's website.

