



Peak Apprentice

"High Peak Community Housing have offered me a variety of training since I starting here."

"I am always given the opportunity to ask for any relevant training."

We're 'One to Watch'



Better Homes, Better Lives, Better Communities

Welcome



The Company aims to be a Progressive employer.

We also wish to support the local economy as one of the largest employers in the area and seek to ensure we reflect the make up of the local population within the workforce.

One of the ways we can achieve these goals is by offering training placements in the form of modern apprenticeships or work experience both for young people and for adult returners.

By doing this we are not only increasing the skills of those who may approach us a potential job applicants; but also enhancing peoples skills to help them seek work with other local employers.

Our current policy is that we support 6 modern apprenticeships each year and provide up to 10 work experience placements for local young people or adults.

Many of our apprentices have either obtained permanent jobs within the Company, or have successful careers elsewhere.



Staff Profile

Hi, Cassie calling...

What is your job title and can you tell us briefly what it includes?

Assistant Neighbourhood Co-ordinator, I am required to provide efficient and effective support to one of the two Neighbourhood Co-ordinator teams.

This will involve:

- The provision of a comprehensive neighbourhood and tenancy Management service
- Assistance in achieving a local approach to Community and Neighbourhood management,
- Consultation with residents, stakeholders and outside agencies.
- Administrative support where required

Has your job role changed since starting as an apprentice at the company? If so, how?

When I first started with HPCH I was based over at our new mills office. As my apprenticeship was for business administration I helped out in many areas of the business such as property investments, homes and communities and mostly property services. Where I would answer any queries over the phone or via email, dealing with internal and external contractors, using specific bespoke software such as OHMS. I would also work for one day a week over at our gamesley office working on the front line, dealing with tenants issues face to face. My new position is completely different from previous, as I will be dealing with antisocial behaviour, garden maintenance, tenancy management and most of what is listed above .

What is the favourite part of your job?

As I am still getting used to my new role, I would say that it has to be getting out and meeting new people every day. Hearing what the tenants have to say and dealing with fresh tasks.

Have HPCH offered you training since starting at the company?

Yes they have, I've had my induction training when I first started and also my customer service training, with my new job I have been given the opportunity to go university to carry out a higher national certificate, and also fire safety training.

What qualifications have you achieved since starting at the company?

NVQ LEVEL 2

MATHS GCSE C

One last question...where do you want to be or what do you want to be doing in five years time?

That's a hard question... I think I would say I would like to be Neighbourhood Co-ordinator of my own patch.



Staff Profile

Hello there, I'm Dean...

What is your job title and can you tell us briefly what it includes?

Finance Assistant - Working within the Finance team, on the Purchase Ledger, I process our invoices/credit notes, process payments to suppliers and liaise with our suppliers & answer any queries they have regarding their accounts.

Has your job role changed since starting as an apprentice at the company? If so, how?

Yes. My job role has changed since starting at High Peak Community Housing by taking on more responsibilities. When I first started I did basic tasks such as inputting data/filing, but as I got more efficient at my work, I took on processing payments, producing performance information for my team and liaising with suppliers.

What is the favourite part of your job?

I have a great interest in computers, and the majority of the work which I do is computer based, so I find this aspect of my job enjoyable. There are a lot of accountancy related issues which can be made a lot easier and straight-forward by using computers and I like trying to find solutions to problems in this way.

Have HPC offered you training since starting at the company?

Yes, continuous training is very important to the company

What qualifications have you achieved since starting at the company?

Since joining High Peak Community Housing, I have obtained training in:

- Equality & Diversity Training
- Complaint and abusive contact

Also on my apprenticeship I have been doing an AAT Accountancy qualification. I have currently just completed the Intermediate stage, and am now moving onto the Technician level this year.

One last question... where do you want to be or what do you want to be doing in five years time?

In five years time I would still like to be with High Peak Community Housing, and I will have finished my AAT accountancy qualification. Also I would like to have either completed (or doing) the CIMA qualification to become a fully qualified accountant. Hopefully by this time I will have gained more responsibilities within the company to implement the training I'm receiving in my every day job-role.



Staff Profile

Hiya, I'm Gemma...

What is your job title and can you tell us briefly what it includes?

I am a **Customer Support Assistant** which means I have to be customer focused. My daily role includes sending out surveys to our tenants who have had repairs or gas services done, to find out how satisfied they are. I then record the feedback so we can produce monthly figures. My main role is dealing with complaints. When a dissatisfied customer calls, I have to help with them within a certain timescale, making sure it has been passed to the relevant manager, and also making sure they get responded to within time. A survey is then sent out to see how satisfied they are with how the complaint has been dealt with. I do stationary orders, and make sure we have everything in stock such as envelopes and cartridges etc. Other than that, my general duties include answering the phones, responding to emails, sorting through the post, photocopying and sending faxes.

Has your job role changed since starting as an apprentice at the company? If so, how?

Since starting as an apprentice at High Peak Community Housing, my job role has changed slightly. I started out doing light duties such as sending and recording surveys, answering phones and photocopying. As job opportunities pop up all the time, I applied for the Customer Support Assistant role and successfully got it. I then started handling complaints, and ordering stationary. This gave me a lot more experience and a chance to progress within the company. It has given me the chance to take on more roles and responsibilities, and to feel a bigger part within High Peak Community Housing.

What is the favourite part of your job?

My favourite part of my job would have to be receiving compliments. As well as dealing with complaints, we get a number of compliments which I have to record. It is lovely to hear a customer complimenting a member of staff for their hard work, and even better when the member of staff hears they have been recognised for their good work.

Have HPCH offered you training since starting at the company?

High Peak Community Housing have offered me a variety training since starting here. I have attending mostly training course on complaints handling. I have also attended an equalities & diversities training course, as we take this seriously at High Peak Community Housing. When you have a 1:1 (which is a meeting between yourself and your manager to discuss your progression), I am always given the opportunity to ask for any relevant training I may want to attend.

What qualifications have you achieved since starting at the company?

The qualifications I have achieved since starting at the company are:

- NVQ Level 2
- NVQ Level 3 (supervisory level)
- Key Skills Level 1
- Key Skills Level 2
- I have also done my technical certificates in Level 2 & 3.

One last question... where do you want to be or what do you want to be doing in five years time?

In 5 years time, I am hoping I have a few more qualifications. It would be nice to try a different job role in the future to gain more experience (that's if I haven't won the lottery by then)! Different job opportunities pop up all the time, so I will just keep my eyes peeled to see what comes up!



Staff Profile

Hey, Zoe here...

What is your job title and can you tell us briefly what it includes?

My job title is a **Finance Apprentice**, my job role includes opening the post in the morning separating invoices and statements. I then gather all the invoices date stamp them and code the invoice up and enter them onto Sage. Also my role includes photocopying, scanning, filing and answering account enquiries.

Has your job role changed since starting as an apprentice at the company? If so, how?

My job role has changed since starting as an apprentice at High Peak Community Housing I have been given more responsibilities these include putting invoices and credit notes onto Sage, and been able to communicate with our supplies dealing with queries and requests.

What is the favourite part of your job?

My favourite part of my job is that everyday is different, I am able to learn different things and able to gain more experience in my role.

Have HPCH offered you training since starting at the company?

High Peak Community Housing have offered me great training opportunities since I started my role. I am currently at Kaplan Manchester gaining my ATT qualifications. I have also attended Customer Service training.

What qualifications have you achieved since starting at the company?

Since joining the company in 2009 I have gained my Foundation qualification in AAT and I'm now trying to achieve my intermediate qualification.

One last question... where do you want to be or what do you want to be doing in five years time?

In five years time I would like to have completed my AAT qualifications upto technician level and maybe start a CIMA qualification.



A quick A to Z of some of the reasons why HPCH is a good employer.

Adoption Leave - Paid adoption leave for up to 52 weeks is available to employees who are adopting a child on their own, or for one member of a couple who are adopting together.

Appraisals - these are regular updates with your manager to plan your work and also to share successes and discuss any problems, regular contact like this is very important to make sure you are supported in your role.

Apprenticeships - The company provides employment training opportunities to local young people by offering 6 modern apprenticeship placements each year. Interested school leavers should apply through the local training providers such as Chamber Training and Tameside College.

Be in it to win it - This twice-yearly award recognises staff with excellent attendance records. Everyone (except the Executive Team) is eligible to be entered into the draw for cash prizes. Your name is entered into the competition if you have no sick absence in the previous six months. We draw the prizes at the end of September and the end of March. Winners are announced in the staff newsletter.

Child Care Vouchers - You can save some of your child care costs by participating in the Childcare Voucher Scheme. These can be used with any registered childcare provider. Vouchers are paid for through payroll deductions (salary sacrifice) and as such are exempt from National Insurance and Tax.

College attendance - If you are attending a further education course as part of your planned development, you will be entitled to claim travel assistance and the costs of some books if the Company is paying your fees.

Community Days - An additional day's leave is granted by the Company for use by employees to support Company organised community activities such as fun days, clean ups, schools activities etc.

Confidential counselling support

Equalities and Diversities - Equalities and diversity issues are a key priority for the company. In our service delivery and also in dealing with staff we need to ensure that we our services are accessible for all people and recognise and respect the differences between people.

Flexi Time - as long as you fit in with your team mates, flexi time is available. Our standard working week is 37 hour per week and there are core hours where you have to be in work. These are 10am to 12 noon and 2pm to 4pm.

Free Swimming - The Green Card Scheme gives you free entry to swim at Council owned swimming pools in the High Peak, for you and your family.

Fun - We are allowed to have fun at work! We have a friendly and supportive staff team. Active staff volunteers arrange social events and organise fundraising for the staff nominated charity.

Home working - Home working is available on a casual basis throughout the Company under agreement from your line manager.

Learning Library - There are books, videos, DVDs and CD ROMs available for loan from the Company's Training Library.

Professional Subscriptions - A number of posts require full corporate membership of a professional body. The Company will refund you this annual subscription if your post has this requirement.

Friendly
Passionate
Bright
Professional
Fun

That's us.
Is it you?



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