

# Customer Service Apprenticeship

## A Day in the Life of a Housing Solutions Apprentice (Housing Access)

I work alongside colleagues and other teams to ensure each customer has the support they need to gain positive outcomes

I process and update Housing Register Applications in line with the Allocations Policy - This ensures the right households are matched to the right properties

I process highly confidential and sensitive information, using systems to maintain records and create documentation



The skills I have gained help me to deal with various queries from a range of customers in a professional and supportive way

I have good communication skills and listen to the people I communicate with to ensure I get things right

I engage with customers in various ways such as in-person, over the phone and via email.