

## Working in Housing: My Apprenticeship So Far

My name is Drew and I am a Corporate Assistant (Modern Apprentice) in Maryhill Housing's Corporate Support Team. I report to the Performance & Governance Manager and also assist the two Corporate Officers. We are an excellent team who work hard to achieve all our goals and do our best for customers at all times.

I have been in post for just over a year having started in September 2018. This is my first ever job as I left secondary school in April 2018 and I am so happy to have found it.

The Corporate Support team deals with a wide range of support services within Maryhill Housing. This includes supporting our Board, managing internal and external communications including our website and social media, running community events, managing our main office including organisational Health & Safety and providing general administration support. I provide support for all of these things so my role is always very varied and there has been a lot to learn!

In my role I also have the opportunity to take part in lots of different internal and external training courses. I have just recently finished my CIH Level 2 Housing Certificate. This involved numerous assignments which I had to complete. The assignments covered various topics that all come into play within the housing industry such as customer care, complaints, GDPR and the Data Protection Act. At the end of the course I also had to give a 15-minute PowerPoint presentation to all of the attendees (who were all apprentices from other Housing Associations throughout Scotland). This was quite a nerve-wracking thing for me to do but it really helped to improve my confidence. I believe I gained a lot of knowledge from this course and I also feel that I now have a better general understanding of many more things related to my specific role.

I am learning more about the Housing industry every day and am developing lots of new skills, particularly in relation to Health & Safety, facilities management, communications and event planning.

There are so many different roles within a Housing Association – from front-line staff such as Housing Officers and Customer Contact Advisors to Investment Officers, Property Officers, Finance, HR and IT staff.

I would definitely recommend a career in housing to anyone; particularly someone who is leaving school and unsure of what to do next. It is an exciting and varied job with great prospects and it is also great to be part of a team which is trying to make the local community and our customers' lives better.



Drew