



# CANDIDATE PACK

## Housing Apprentice

Dear candidate,

At Onward, we believe that our people are key to our success. This apprenticeship programme reflects that belief. It represents our commitment to developing talent, investing in the future, and ensuring that the housing sector continues to thrive with skilled, passionate professionals from all walks of life who can share different perspectives and experiences.

Choosing to begin your career in housing will enable you to make a real difference in our communities, supporting positive change. The social housing sector is evolving rapidly, and we need talented, motivated people who are ready to meet the challenges and opportunities ahead. This apprenticeship programme is a key part of our strategy to build that future.

As an apprentice, you will play a meaningful role from day one. You'll gain hands on experience across our organisation, guided by colleagues who want to see you succeed, who will encourage you to bring your ideas and curiosity, and give you the opportunities to grow in ways that feel meaningful to you. This is more than a training programme - it's the start of a rewarding career where you can make a real difference to the lives of others.

We know that the future of our organisation depends on the talent we nurture today and I am thrilled that you're considering joining us

Yours sincerely,

A handwritten signature in black ink, consisting of a stylized, cursive 'J' followed by a long horizontal line that tapers to the right.

**Jackie Carter**

Executive Director of People, Wellbeing and Communications



# About the programme - What is the Housing Apprenticeship?

A structured 24 month development journey combining:

- A **Level 4 Housing qualification**
- Real work experience across Onward's Customer Services, Neighbourhoods and Tenancy Management teams
- Coaching, mentoring and personalised support
- A final project and end point assessment

**This programme is designed to:**

- Attract new talent into the housing sector
- Address skills gaps
- Build a strong pipeline of future housing professionals
- Offer clear progression routes into permanent roles

"The programme will create clear progression routes into a broad range of job roles across the sector."

## Real experience, real impact.

From day one, you'll be working with customers, solving problems, and contributing to the Onward Difference.

## Our training partner: The Learning Foundry.

We deliver this programme in partnership with The Learning Foundry (TLF) – part of The Regenda Group and specialists in housing sector training.

**TLF will:**

- Deliver the accredited Level 4 qualification
- Provide 1:1 coaching, workshops and assessments

"TLF understand housing and have a wealth of experience delivering programmes developed by the sector, for the sector."



**THE  
LEARNING  
FOUNDRY**

## What you'll learn

**You'll complete modules such as:**

- Professionalism in Housing
- Housing Policy
- Housing Law & Regulation
- Customer Focus in Housing
- Sustainability in Housing
- Finance in Housing

Plus workplace learning, shadowing,

“ My time as an apprentice at Onward has taught me a lot, from people skills to life skills to tricks of the trade which I wouldn't be able to do without all the support I received. The people at Onward are amazing, helpful and kind and have made the apprenticeship fly by. I'd do it all over again in a heartbeat. ”

**Jak Poole** Gas Apprentice, Accrington

## Programme structure (24 Months):

### Months 0–6: Induction & Customer Service Foundation

- Introduction to Onward
- Placement in the Contact Centre
- Understanding customer service and the Onward Difference

### Months 6–21: Rotational Placements

**You will complete 2–3 placements across the business, chosen based on:**

- Your career aspirations
- Team capacity
- Development needs

### Months 21–24: Final Project & Endpoint Assessment

**You'll complete a project or presentation demonstrating your skills, knowledge and professional growth.**

## Off the Job Learning (20%).

**20% of your working week will be allocated to off the job learning, including:**

- Skills workshops
- Onward development workshops
- Coaching sessions
- Shadowing
- Project work
- Online learning
- Reflective journals

“The remaining hours will be achieved through activities that directly relate to the skills, knowledge, and behaviours required by the apprenticeship standard.”

## Who we're looking for.

### We welcome applicants who are:

- Passionate about helping people and communities
- Curious, motivated and eager to learn
- Strong communicators
- Problem solvers
- Team players
- Ready to build a long-term career in housing

No prior housing experience is required – just the right attitude and commitment.

## What you'll gain.

### Professional benefits:

- Level 4 Housing qualification
- Broad experience across multiple housing functions
- Coaching, mentoring and structured development
- A strong foundation for a career in the Social Housing sector

### Personal benefits:

- Confidence working with customers
- Communication and problem solving skills
- Leadership development
- A supportive peer network

### Company benefits:

- Salary – Real living wage £24,479
- Holidays 32 days plus bank holidays
- Heath Care Cash plan
- Learning for Life £150
- Pensions up to 10%
- Benefits and Wellbeing portal

“ I enjoy my apprenticeship at Onward because I get to help customers every day and learn real skills while doing it. Working in the housing office has taught me how to communicate clearly, stay calm under pressure, and solve problems quickly. It's helped me grow in confidence and understand the importance of good customer service. An apprenticeship at Onward is a great choice because you're supported, you learn on the job, and you get the chance to build a career that makes a real difference. ”

**Ella Speake**, Customer Service Apprentice, S4B.

## Our values.

We are committed to our customers, and we want our colleagues to be inspired by the positive impact they can make in people's lives every single day. With Onward you get the opportunity to work for an organisation with a real social purpose.



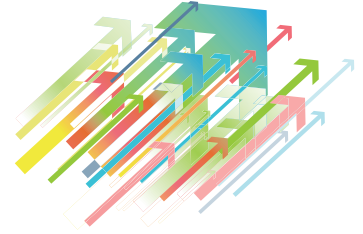
### **RESPECT**

for our customers  
and each other



### **CREATIVITY**

in our approach  
and ambition



### **EXCELLENCE**

at delivering meaningful  
services to our customers

# The Onward Difference

Our Corporate Plan sets out how we will enable people to be their best, in homes they love, and places they are proud of. We will do this by working with partners to go beyond housing and invent new ways to do more. Getting the basics right - and listening to customers - will be the foundation for everything we do.

Together we will make #TheOnwardDifference

“ I've thoroughly enjoyed my apprenticeship with Onward so far. It's given me the opportunity to build valuable transferable skills, work towards a recognised professional qualification, and grow in confidence in my first role. It's helped me better understand my career aspirations and take positive steps towards achieving them. ”

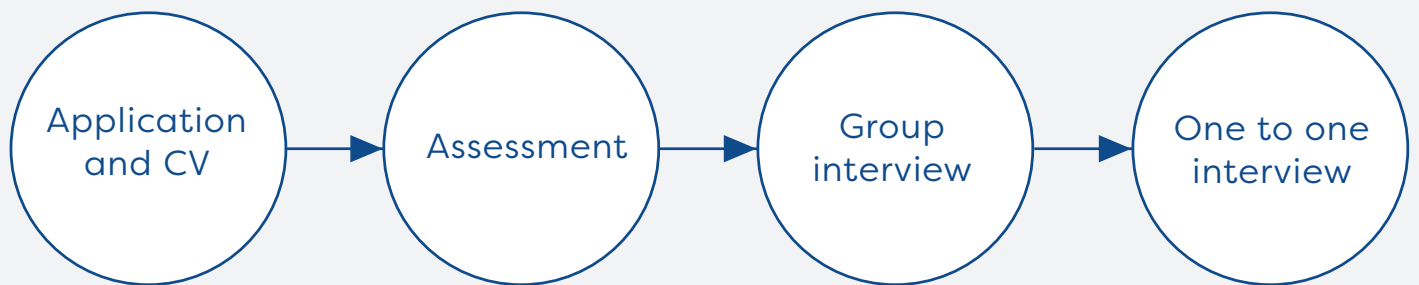
**Chantal Orye**, Talent and Recruitment Apprentice, Didsbury

## Application process.

Like what you have read so far and would like to register an interest in this role? It's time to complete your application form and update your CV. Check out our helpful [blog](#) for our top ten tips for applications.

START YOUR APPLICATION

## Selection process.



Onward actively encourages applications from all backgrounds and cultures. We believe that a diverse workforce helps us deliver the best results for the communities we serve. Read more on our commitment to ED&I [here](#).

