

Role Profile – The What, The Where, The How

POSITION	Housing Apprentice		
TEAM	Leasehold and Service Charge	LOCATION	Coastline House
VERSION	2.0	LAST UPDATED	October 2025

THE PURPOSE OF THIS ROLE IS TO

You will work as part of our Leasehold and Service Charge Team to be a key point of contact for property owners, garage customers, and service charge enquiries to and within the business.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Help collect payments from leaseholders, freeholders, and shared owners. This might include visiting their homes.
2. Attend meetings and communicate with customers about service charges.
3. Help with legal paperwork related to property sales, mortgages, and other queries.
4. Help answer questions about leases and assist in making sure lease terms are followed.
5. Help shared owners and leaseholders maintain their tenancies and prevent repossession.
6. Support the Leasehold and Service Charge Administrator in providing an excellent service to licensees of garage rental stock.
7. Ensure our systems are updated on a regular, timely, and accurate basis.
8. Work with different departments to ensure a smooth service for customers.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
Put our customers first
Be open, honest and accountable

	<p>Value each other Strive to be the best</p> <ul style="list-style-type: none"> • Agreement to enter into a training contract and make progress towards obtaining a suitable housing qualification within agreed standards and timescales • Good standard of maths and English • Comfortable with computer systems and Microsoft Office • Ability to act tactfully with discretion and confidentiality. • Has a full driving licence and a satisfactory basic DBS check; • Some experience in the following would be an advantage: <ul style="list-style-type: none"> • Able to plan and prioritise efficiently and flexibly • Commitment to working with a customer service focused approach • Good standards of professionalism and personal integrity
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General Obligations - For All Of Us
<ol style="list-style-type: none"> 1. Represent the company positively with all external agencies. 2. Service and support the company as requested. 3. Establish, develop and maintain effective working relationships with all work colleagues. 4. Ensure compliance with the company's health and safety policies and procedures. 5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING
Line management from Leasehold and Service Charge Manager

CONTACTS
<p>Internal</p> <ul style="list-style-type: none"> • Colleagues across the Group <p>External</p> <ul style="list-style-type: none"> • Customers, Customer Representatives, Housing Associations, Government Agencies, Local Government, Auditors

