

Housing and Community Services Apprenticeship Roles and Career Pathways

This short guide has been developed by the Local Government Association in association with Spark & Associates, using the knowledge and experiences of Local Authorities (LAs) across England. It aims to help councils and their staff understand the career opportunities available through apprenticeships.

Building a Career in Housing and Community Services Supported by Apprenticeships

What this Career Pathway Guide Shows

This pathway shows how careers in Housing and Community Services within a council can be developed through apprenticeships, from entry-level support roles through to technical, professional, specialist and leadership positions.

This guide provides a broad Housing and Community Services career pathway, illustrating how careers can develop across housing management, homelessness and housing options, tenancy sustainment, community safety, repairs and maintenance, facilities, housing development, supported housing and wider community-facing services.

Housing and Community Services play a vital role in supporting safe, secure and sustainable communities. Services may include housing management, allocations, homelessness prevention, tenancy support, anti-social behaviour, community safety, repairs, property services, facilities management, housing development and links with health, social care and community wellbeing.

Apprenticeships provide structured routes to build skills, progress careers and, in some cases, achieve professional or technical qualifications. They can support entry routes for new recruits and career changers, while also helping existing staff develop specialist expertise and progress into more senior roles.

Why this matters (for councils and learners)

Local authorities operate in a challenging housing and community services environment, with increasing demand, complex resident needs and pressure to develop and retain skilled staff across housing, property, community safety and support roles.

Clear and well-communicated progression routes:

- support recruitment, retention and succession planning
- create opportunities for career development and progression
- help build sustainable in-house housing, property and community services capability.

How to use this Guide

This guide outlines typical entry points, progression routes and relevant apprenticeships across Housing and Community Services. Entry routes may include A Levels, T Levels, other relevant qualifications, career change, or internal progression from customer service, business support, repairs, facilities, community support or operational roles.

Development pathways are not always linear. Individuals may:

- move into specialist areas such as housing options, homelessness prevention, tenancy sustainment, community safety, repairs, facilities, housing development, supported housing or community wellbeing
- progress into technical, professional or leadership routes
- take sideways steps to build broader housing, property, community and operational experience.

Job titles and roles may vary between councils, so apprenticeship suitability should be reviewed against role requirements and prior experience. Training providers and employers can support this through initial assessment and guidance.

Details of apprenticeship standards and career progression routes can be found on the [Skills England website](#), including their [Occupational Maps](#).

Understanding progression

The pathway diagram on page 4 illustrates how careers can develop across Housing and Community Services roles, from entry-level to senior, technical and specialist positions. It highlights:

- typical entry routes into housing and community services careers
- progression between housing, property, community support, technical, specialist and professional pathways
- relevant apprenticeships that support technical, specialist, professional and leadership development.

Progression may involve changes in role, responsibilities or specialist area as skills develop.

Typical Career Progression Routes – Housing Services

This table shows typical job roles by level within Housing Services in a council, alongside examples of relevant apprenticeships. It provides an overview of how individuals can enter these careers, develop specialist housing knowledge and professional skills, and progress into senior specialist or leadership roles.

Guide to typical progression in Housing Services careers linked to apprenticeship / qualification levels:

- **Entry (L2–3):** Build housing, customer service, tenancy and business support skills.
- **L4:** Develop specialist expertise in housing management, housing options, homelessness, tenancy sustainment and related housing services.
- **L5–6:** Progress into professional, specialist, management or technical housing roles.
- **L7:** Progress into senior professional, strategic or leadership roles (subject to policy / funding availability).

Career Stage	Typical Roles+	Example Relevant Apprenticeships
Entry and Early Careers (L2/3)	Housing Assistant / Housing Support Assistant Customer Service Adviser / Housing Administration Business Support Officer / Rents Assistant Allocations Assistant Facilities Services Assistant	Business Administrator (L2/L3) Customer Service Practitioner / Specialist (L2/L3) Public Service Operational Delivery Officer (L3) Housing and Property Management Assistant (L2) Facilities Services Operative (L2)
Technical and Developing Roles (L3/4)	Housing Officer / Housing Options Officer Homelessness Officer / Tenancy Sustainment Officer Housing Support Officer / Temporary Accommodation Officer Empty Homes Officer / Allocations Officer Revenues Officer / Benefits Officer	Housing and Property Management (L3) Facilities Management Supervisor (L3) Senior Housing and Property Management (L4) Regulatory Compliance Officer (L4) Associate Project Manager (L4) Revenues and Welfare Benefits Practitioner (L4)
Professional and Specialist Roles (L4/5/6)	Senior Housing Officer Housing Options Manager Homelessness Manager Housing Development Officer / Manager Housing Strategy Officer Housing Standards Officer Asset Management Officer Facilities Manager / Facilities Services Manager	Senior Housing and Property Management (L4) Policy Officer (L4) Asset Manager (L4) Facilities Services Manager (L4) Project Manager (L6)
Strategic and Leadership Roles (L6/7)	Head of Housing Housing Services Manager Housing Strategy Manager Director-level Housing/Facilities roles	Senior and Head of Facilities Management (L6) Senior Leader (L7)* / other specialist or leadership development (subject to availability)

Typical Career Progression Routes – Community and Specialist Services

This table shows typical job roles by level within Community and Specialist Services in a council, alongside examples of relevant apprenticeships. It provides an overview of how individuals can enter these careers, develop specialist community and operational skills, and progress into senior specialist or leadership roles.

Guide to typical progression in Community and Specialist Services careers linked to apprenticeship / qualification levels:

- **Entry (L2–3):** Build community, customer service, operational and support skills.
- **L4:** Develop specialist expertise in community safety, youth services, facilities, supported housing and related community functions.
- **L5–6:** Progress into professional, specialist, management or technical leadership roles.
- **L7:** Progress into senior professional, strategic or leadership roles (subject to policy / funding availability).

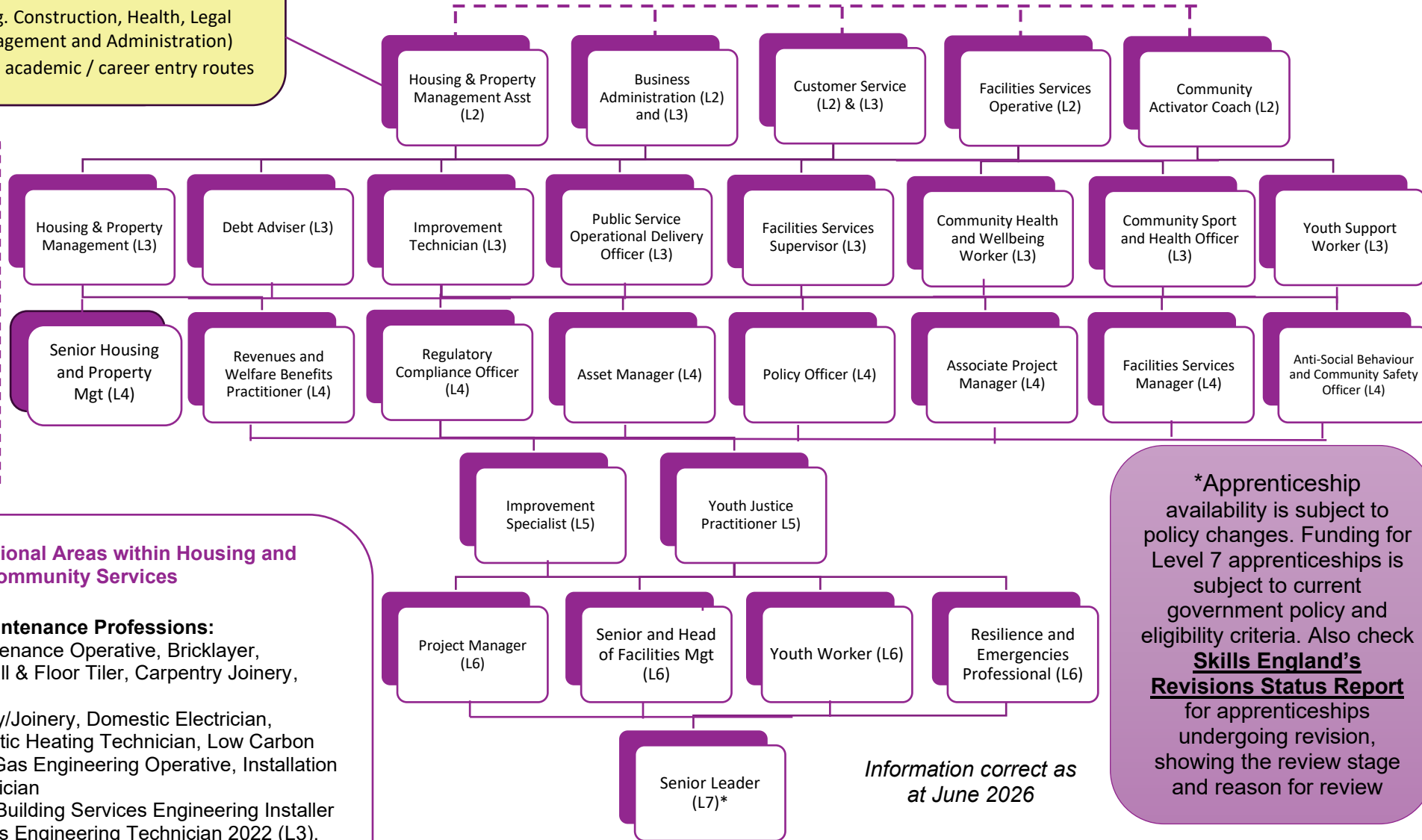
Career Stage	Typical Roles+	Example Relevant Apprenticeships
Entry and Early Careers (L2/3)	Community Support Assistant / Community Activator Youth Support Assistant Customer Service Adviser / Business Support Officer Supported Housing Assistant	Business Administrator (L2/L3) Customer Service Practitioner / Specialist (L2/L3) Community Activator Coach (L2)
Technical and Developing Roles (L3/4)	Community Safety Officer Anti-Social Behaviour Officer Community Health and Wellbeing Worker Youth Support Worker Supported Housing Officer Community Development Officer	Community Health and Wellbeing Worker (L3) Public Service Operational Delivery Officer (L3) Youth Support Worker (L3) Community Sport and Health Officer (L3) Anti-Social Behaviour and Community Safety Officer (L4) Associate Project Manager (L4)
Professional and Specialist Roles (L5/6)	Community Safety Manager Emergency Planning Officer Resilience and Emergencies Officer Community Wellbeing Manager Youth Service Manager Youth Justice Practitioner Youth Worker Supported Housing Manager	Youth Justice Practitioner (L5) Youth Worker (L6) Resilience and Emergencies Professional (L6) Project Manager (L6)
Strategic and Leadership Roles (L6/7)	Head of Community Services Head of Community Safety Director-level Community Services roles	Senior Leader (L7)* / other specialist or leadership development (subject to availability)

Housing and Community Services Pathway

Pre-Entry, e.g.:

- ✓ A Levels
- ✓ Foundation Apprenticeships
- ✓ T Levels (e.g. Construction, Health, Legal Services, Management and Administration)
- ✓ Other relevant academic / career entry routes

The dotted lines indicate examples of where a sideways move from a generic role to a specialist / technical role at the same or even lower level could be a valid entry point depending on an individual's experience and aspirations.



Other Occupational Areas within Housing and Community Services

Trade/ Property Maintenance Professions:

(L2) - Property Maintenance Operative, Bricklayer, Plasterer, Roofer, Wall & Floor Tiler, Carpentry Joinery, Carpentry/Joinery.

(L3) - Craft Carpentry/Joinery, Domestic Electrician, Plumbing and Domestic Heating Technician, Low Carbon Heating Technician, Gas Engineering Operative, Installation & Maintenance Electrician

Building Services - Building Services Engineering Installer (L2), Building Services Engineering Technician 2022 (L3), Building Services Engineering Service and Maintenance Engineer (L3), Building Services Engineering Senior Technician (L4), Construction Site Supervisor (L4), Civil Engineering Senior Technician (L4), Construction Site Management (Degree), Building Services Engineering Site Management (Degree)

Data – Data Technician (L3), Data Analyst (L4), Information Manager (L4)

*Apprenticeship availability is subject to policy changes. Funding for Level 7 apprenticeships is subject to current government policy and eligibility criteria. Also check **Skills England's Revisions Status Report** for apprenticeships undergoing revision, showing the review stage and reason for review

Information correct as at June 2026

Working Across Housing and Community Services

Housing and Community Services may be delivered through a variety of council departments and organisational structures. Career progression may involve movement between housing, homelessness, supported housing, community safety, facilities, youth services and wider community functions. This helps councils build flexible workforces and develop specialist expertise across related service areas. Related opportunities may also exist in property maintenance, facilities management, asset management and building services roles.