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Housing

# Women's Housing Forum women and professionalism

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# Where are we now?

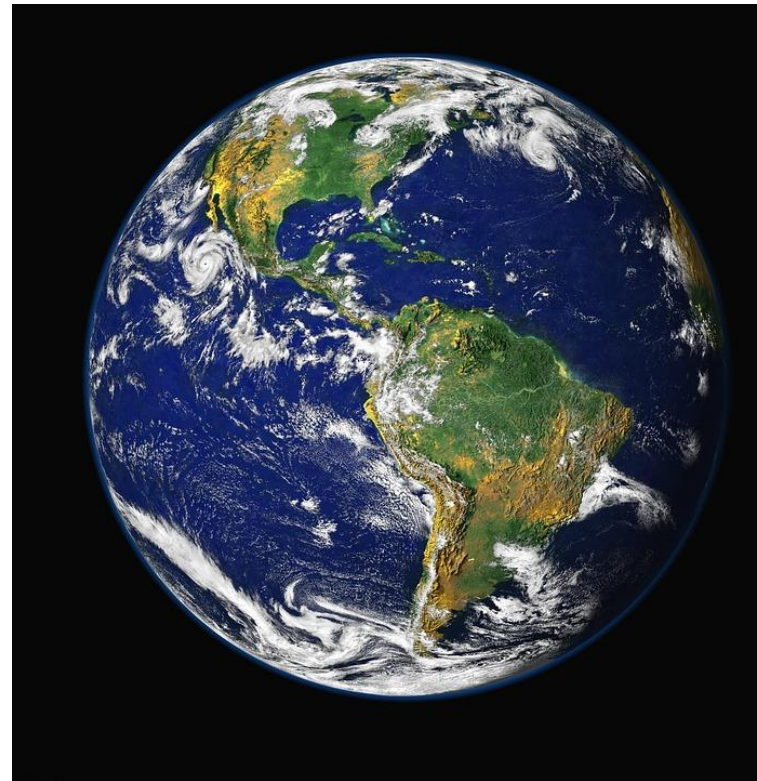


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Work/life balance better  
understood

Flexibility is key

Hybrid approaches, but not  
suitable for all



Employees looking for career  
development as a key employer benefit

Leadership – taskmaster to advocate

Skills gaps – technology, increased  
use of AI, future developments??

# Direction of travel



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- Increased focus on digital skills particularly for leaders/managers, school leavers
- Increased risks from cyber security – organisational skills gap
- Expectations of technology are higher, but empathy and creativity will still be needed
- EDI critical – particularly around AI – data in/data out
- Way culture is defined in organisations is changing
- Talented people no longer constrained by geographical location
- Retaining talent is key – clear career development pathways (internal/external) and access to flexible learning opportunities



# CIH professional member



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Code of conduct  
Code of ethics  
Complaints  
Professional standards  
committee

Professional  
behaviours  
Knowledge  
Skills

Continuing  
professional  
development

Community  
Networking  
Contribution  
(org/sector)

# Career development and progression framework



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<b>Who are you?</b>	New to housing sector or new area of work within housing	Increasing supervisory responsibility	Increasing management responsibility	Senior leadership role	Highly experienced professional - significant contribution to profession
<b>What is your area of work?</b>	Housing management	Customer service	Repairs and maintenance	Finance	
<b>What do you want to do?</b>	Develop and demonstrate knowledge and skills	Develop and demonstrate professionalism and behaviours	Maintain and develop sector knowledge and expertise and develop network	Progress in CIH membership grade	

	New to housing sector or new area of work within housing	Increasing supervisory responsibility	Increasing management responsibility	Senior leadership role	Highly experienced professional
Develop/ demonstrate knowledge and skills	Level 2 qualification	Level 3 qualification	Level 4 qualification	Level 5 qualification Experienced routes to charter	Graduate/post-graduate
	Introductory training	Open access/bespoke training – new and developing areas			
	Level 2 apprenticeship	Level 3 apprenticeship	Level 4 apprenticeship		
Develop/ demonstrate behaviours	<b>Professional standards, self-assessment tool and e-learning modules</b> <b>Integrity, Inclusive, Ethical, Knowledgeable, Skilled, Advocate, Leadership</b> CIH code of conduct, CIH code of ethics				
Maintain/develop sector knowledge and expertise and develop network	Events - ideas labs, consultation events, summits, housing festivals, conferences and exhibitions, annual dinners; Knowledge hub; Policy news, updates reports, blogs, articles; Mentoring platform - find a mentor/mentee; Sector news, reporting and insight				
Progress in CIH membership grade	Standard member	Certified member		Chartered member	Fellow