

Rashid's Story



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Support Worker @ ACH Wolverhampton | Answered by Rashid

At ACH, we believe that our great customer service relies on the morale and attitude of our staff. For this reason we are always keen to celebrate their achievements. This month, Wolverhampton's Housing Officer achieved his 1 year-milestone with ACH! Here is what Rashid had to say on reflection of his first year. We're sure this is the first of many to come...



1. Why did you decide to work for ACH?

ACH is an award-winning housing and training provider. I was quickly attracted by this non-profit company because ACH is a super cool company to work for and I knew it would be great to be able to be part of it.

2. What is your job role? And how is it going?

In the Wolverhampton office, I am the Housing Officer. My role involves carrying out frequent house inspections and maintaining the constant high level of quality we expect in our houses. I will also ensure the smooth transition of the tenants who decide to move in or out of our accommodation. At ACH, the provision of accommodation is a temporary period that allows tenants to gain their independence. Once they have this, they are supported to move-on to permanent accommodation. This transitional period requires my constant attention and dedication to ensure our tenants are happy, safe and healthy.

3. Tell us about IT class? Why is this important for your job?

Lea and I started the IT Class a couple of months ago. I feel we are doing a fantastic job and the tenants have learned a lot. We teach them computer basics like how to use Microsoft Word, using the Internet, searching for online jobs, and creating, sending and receiving emails. I think the IT class is one of the most important training we provide at ACH. A lot of people know ACH through the ESOL and IT training we provide and many of our learners later become our tenants.

4. What was your biggest achievement?

I have learnt a lot since working with ACH, especially how to deal with people of different nationalities and backgrounds. I now feel confident in how to do this.

5. What's next for you?

I would like to improve my team working skills and continue to contribute to the future of ACH.