

# CASE STUDY



**Esther B Alum**  
Customer Liaison Officer  
Lambeth Living Ltd

Esther Alum is studying for the AIA Statutory Auditor Training Programme, through the AIA Achieve distance learning programme.

Esther is studying in her spare time, whilst also working for Lambeth Living Ltd, a social housing management company within Lambeth Council, managing the assets of the London Borough of Lambeth. Lambeth Living deals with day-to-day repairs, rent collections, estate management, anti-social behaviour and capital works on behalf of the Council.

She is a Customer Liaison Officer under the Directorate of Property Services within the capital works delivery team and is responsible for communication and finance support; preparing and collating information for the budget monitoring team.

Esther works closely with contractors and other agencies to resolve any queries both internal and external about projects: “The biggest challenge is effective and efficient communication. This is a very important ingredient in project management and yet it is the most difficult one to achieve. There are a number of stakeholders and a strong core value of ‘getting it right first time’...

I employ the skills and knowledge gained from my project management studies to manage challenging circumstances.

“The AIA syllabus is interactive, with real day-to-day work activities. For instance, when I started in my role, I oversaw a project worth £0.5m. I was able to prepare management reports and short-term budgets and did it with confidence and pride.

“I chose the AIA professional accountancy qualification because it can be applied to practical work scenarios, and the support from the AIA staff is just amazing. Without that level of support I would not be where I am today.

**“AIA is big on exposing their students to the world of accountancy. They do not just train you; they advise and help you look for employment.”**

“The AIA Achieve e-tutors are awesome! Their feedback is prompt, and their explanations very clear, which makes it easy to understand where I need to improve. I would highly recommend Achieve, I have found that working through the assignments can make the difference between a pass and a fail.”

Esther is working hard towards her goal of becoming professionally qualified, but has already found that the expertise she has gained through her AIA studies has helped with the management accounting, project management, and information technology aspects of her job, and has boosted her confidence in how she performs her day-to-day duties.