

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Team Support Assistant	Grade:	Scale 3
Reports to (Designation):	Income Team Leader		
Directorate:	Resident Engagement and Service	Section:	Housing

Main Purpose of the job: To provide an effective, flexible, responsive and people focused administrative support service to the Income Team, including garage rent recovery duties.

Summary of Responsibilities and Personal Duties:

- To provide an effective administrative support service to the Income Team.
- Responsibility for managing incoming and outgoing communication including phone calls, text messages and emails.
- Effectively and proactively manage a caseload to ensure rental income from garages is maximised.
- To attend garage evictions as and when required, completing an inventory of goods and arranging for removals and storage of goods.
- To update records and databases relating to court action and internal staff to keep these up-to-date.
- To prepare court paperwork for solicitors and internal staff.
- To support the recovery of former tenant arrears, taking a range of actions in the initial stages of the recovery process.
- To support the work of the Welfare Benefits Team, promoting and attending resident events.

Generic responsibilities

- Maintain excellent customer service in all areas of work.
- Take responsibility for own learning and development.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

Internal Contacts:

External Contacts:

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None

Title:

Number of partially managed staff: None

Title:

Grade

No of posts

PERSON SPECIFICATION

JOB TITLE: Team Support Assistant POST NO:

DEPARTMENT: Income GRADE: SC 3

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked '**S**' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Good understanding of the challenges facing Social Housing regarding income collection. **S**

Experience

- Experience of completing administrative tasks **S**
- Experience of using email, and IT software to complete basic administrative tasks **S**

Analysing and Interpreting

- Analyse numerical, verbal data and all other sources of information competently. **S**

Personal Qualities

- Ability to plan and organise own work effectively to achieve required performance and service quality targets. **S**
- Adaptable, work on own initiative, and follow instructions from managers and colleagues.

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.
- Understanding of how equality and diversity relates to this post.

Other

- Able to travel to different sites / offices within Lewisham as and when required.

DBS Disclosure Required? No Basic Enhanced

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post