

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Business Administrator Apprentice	Grade:	Apprentice
Reports to (Designation):	Accommodation Supply and Resettlement Service Manager		
Directorate:	Housing Services	Section:	Accommodation Supply and Resettlement Service

Main Purpose of the job:

We are looking for a Business Administration Apprentice to support the Accommodation Supply and Resettlement Service Manager. The Apprentice will also work closely with the wider team and stakeholders across the borough. The role will provide essential administrative support to ensure the smooth running of the service, while helping to maintain departmental systems and contributing to the effective delivery of accommodation supply and resettlement objectives.

- Assisting in the updating of systems and databases
- Responding to enquiries from our clients and stakeholders
- Providing effective administrative services which support the smooth and efficient running of the team
- Maintain databases to enable monitoring of casework across the unit

Summary of Responsibilities and Personal Duties:

1. Provide administrative support to the Accommodation Supply and Resettlement Service Manager and the wider team.
2. Organise and book meetings, including taking and distributing accurate minutes.
3. Assist with arranging and supporting events, focus groups, and conversations with residents.
4. Build and maintain good working relationships with internal colleagues and external stakeholders.
5. Carry out data entry, maintain records, and update systems to support accurate monitoring and reporting.
6. Support general office administration including responding to emails, answering phone calls, photocopying, scanning, collating documents, and maintaining filing systems.
7. Provide additional support as required to ensure smooth and efficient service delivery.
8. Ensure quality standards by supporting and nurturing a culture of collaboration and innovation.
9. Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy, Dignity at Work Policy, and core values.
10. Assist clients in making applications and means testing

11. Record and monitor responses to correspondence, complaints, Member enquiries, Freedom of Information and Subject Access Requests to ensure they are processed in accordance with procedures.

12. Undertake all duties with full regard to confidentiality, data protection (GDPR), and health and safety.

Internal Contacts: These include officers within the unit, technical, professional, adult social care team, other staff and teams across the council and Council Members,

External Contacts: This will include clients and their families, advocates, representatives, landlords, owner occupiers, contractors, MPs,

Duties are to be carried out with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) 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 post holder

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

Number of partially managed staff: None