

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Housing Register Assessment & Allocations Team	Grade:	Apprentice
Reports to (Designation)	Nina Morris	Grade:	P06
Directorate:	Housing, Regeneration and the Public Realm	Section:	Housing Needs

Main Purpose of the job:

To provide an effective and efficient administrative support service for both the Housing Register Assessment and Allocations Manager and Housing Register Assessment & Allocations Team whilst developing your knowledge and experience in a busy and interesting service for the local community and our partners.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

Housing Register Assessment & Allocations Service

- To assist in ensuring all computerized records and systems are kept up-to-date and that the office services meet the needs of both the Manager and service.
- Provide a range of supporting services to the Housing Medical Advice Service including the maintaining of confidential medical information related to customers housing needs.
- Communicate on a daily basis with clients, housing partners, stakeholders, General Practitioners, Hospital Specialists and various other health professionals to obtain and give confidential information related to clients housing needs, under the guidance and direction of the Team.
- Support the service in extracting statistic, analysis and reports

Correspondence

- Providing assistance for logging in and out and registering by appropriate means of all correspondence.
- Support in the processing documentation relating to Housing Register Applications, Medical Assessments and Lettings.
- Participate in prioritisation, organisation and monitoring of day to day operations.
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Telephone/Contact

- Support the service ensuring clients, partners, GPs and hospital specialists' departments complete and return documentation relating to applications for any of the schemes and services delivered by the Housing Register Assessments & Allocations Service.

- Respond to customers' enquiries as necessary.
- Assist the Team ensuring up to date contact details for the service.
- Support the Team with responding to Members' and others' enquiries within the time Corporate targets.

Computerised Systems

- Assist in the maintenance and operation of computerised and manual information storage and retrieval systems.
- Assist inputting and extracting service information, ensuring that the data is kept up to date as directed.
- Assist in all housekeeping tasks associated with mail out list, databases and information on the computer for the section.

General

- Assist in the production of leaflets, booklets and other appropriate information and publicity.
- To operate new technology where applicable and carry out all duties with due regard to Health and Safety legislation, the Data Protection Act 1984 and Quality Standards that may be enforced at any time.
- Carry out other duties as required within the scope of the including cover of the public reception counter and administrative and clerical duties.

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