

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>Housing Income Apprentice</b>	<b>Grade:</b>	
<b>Reports to (Designation):</b>	<b>Income Team Leader</b>	<b>Grade:</b>	<b>PO2</b>
<b>Directorate:</b>	<b>Housing</b>	<b>Section:</b>	<b>Income</b>

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#### **Main Purpose of the job:**

To assist and work across the Income Team to maximise income collection and minimise rent arrears of Lewisham council residents.

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#### **Summary of Responsibilities and Personal Duties:**

- Provide general administrative support across the various teams in the Housing Income department, managing incoming and outgoing communication including post, phone calls, text messages and emails from residents and external stakeholders and escalating concerns appropriately.
- Input and maintain accurate information on our housing management system, and other key computer systems.
- To help manage the rechargeable costs process, including contacting residents to request payments.
- To support the collection of debts from residents, taking payments and notifying residents of their debts.
- Facilitate the running of meetings, including scheduling, minute taking, distributing and following up actions.
- To support the work of the Welfare Benefits Team, promoting and attending resident events.
- To carry out all duties showing confidentiality and discretion.
- Maintain excellent customer service in all areas of work and ensure continued personal development.
- Take responsibility for own learning and development to ensure an effective value-added contribution to the Service and organisation's objectives are maintained.
- Participate fully and effectively in teamwork and contribute to a culture of continuous performance improvement.
- Comply with development activities as required to improve performance and ensure that service objectives are met, undertake specific projects as part of individual development.

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

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, 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: 0

Number of partially managed staff: 0