

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	Housing Safeguarding Apprentice	<b>Grade:</b>	Apprenticeship LLW (London Living Wage)
<b>Reports to (Designation):</b>	Safeguarding & Tenancy Sustainment Manager	<b>Grade:</b>	
<b>Directorate:</b>	Housing	<b>Section:</b>	Housing & Communities

---

#### Main Purpose of the job:

To work with the Safeguarding and Tenancy Sustainment Manager to provide a high quality, customer-focused and responsive Safeguarding and Tenancy Sustainment service to both internal and external customers.

This is a learning and development role, and the successful applicant will work towards a level 3 Safeguarding Support Officer.

---

#### Summary of Responsibilities and Personal Duties:

- Provide general administrative support, including responding to email correspondence in the Safeguarding Inbox, logging concerns accurately, responding to customers and escalating concerns appropriately.
- Input and maintain accurate information on our safeguarding records, housing management system, and other key computer systems.
- Supporting the running of our internal Safeguarding Panel.
- Facilitate the running of meetings, including scheduling, minute taking, distributing and following up actions.
- Support the Safeguarding and Tenancy Sustainment Manager to promote Tenancy sustainment and expand and evolve the safeguarding function across the housing directorate.
- 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
- The successful candidate will have a keen eye for detail and the ability to carry out accurate and precise work.

- 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, including understanding of how equality and diversity relates to this post

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.

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.

Due to the nature of the role a basic DBS check will be required

Number of fully managed staff: 0

Number of partially managed staff: 0