

## **GREENWICH COUNCIL – HOUSING SERVICES**

### **JOB DESCRIPTION**

**DEPARTMENT:** Directorate of Housing Services

**POSTHOLDER:** **GRADE: 5**

**SECTION:** Housing Inclusion Service

**JOB TITLE:** Housing Support Trainee

**POST NO:**

**REPORTING TO:** Customer Access Team Leader

### **PURPOSE OF JOB**

To provide information, advice and support to customers approaching the Housing Inclusion and Service.

### **MAIN DUTIES**

**These are duties we would aim for a trainee to carry out following training and support in the role.**

1. To act as first point of contact for personal callers to the Housing Inclusion Service, interviewing customers at a reception point and arranging appointments and on-the-day interviews as required.
2. To provide a non-casework telephone advice and helpline service for customers, setting out the local housing situation and the options available to callers, linking callers with other departments and agencies, making appropriate referrals, and logging call details as appropriate.
3. To carry out a range of functions including administration in support of caseworkers including copying and filing documents, making telephone contact with customers and to assist the Customer Access Team Leader in coordinating the service's response to complaints, member's enquiries and other correspondence.
4. To give administrative support to managers and officers within the service, as required using a range of IT software packages.

5. To provide assistance to customers to complete online forms/ applications, and signposting to partner services in order to help prevent homelessness.
6. To create and update customer records on the Council's database systems, inputting accurate information and providing data and reports as required.
7. To support the efficient document management of electronic and paper records, including scanning, shredding and archiving as appropriate.
8. To help maintain up to date information, IT systems and provide advice for customers contacting the service by phone, internet, email or in person and to help with any other duties as required to support the service.
9. To assist with projects and support initiatives and events as required by the service manager.
10. To respond to enquiries and requests for information
11. To undertake online training for Safeguarding Adults and Children, Domestic Abuse, Data Governance etc. as required by the Service and be responsible for ensuring safeguarding concerns are highlighted and brought to the attention of the senior / manager.
12. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date in line with the new technology agreement.
13. To have a clear working understanding of General Data Protection Regulations including the limitations and exemptions to the sharing of data held by the council.
14. To carry out all duties with due regard to the provisions of Health and Safety regulations and legislation, the Council's Equal Opportunities and Customer Care policies and the New Technology Agreement.

