

## **GREENWICH COUNCIL**

### **JOB DESCRIPTION**

**DEPARTMENT**     HOUSING SERVICES                      **POSTHOLDER**

**SECTION**                 HOME OWNERSHIP SERVICE            **GRADE   SC4**

**DESIGNATION**     PROPERTY ACCOUNTS ASSISTANT

#### **Purpose of Job**

To provide day to day administration and data entry support to Home Ownership Service (HOS) Officers, Team Managers and the HOS Manager across the full range of HOS functions. To deal effectively and appropriately with a range of contacts across the full range of HOS functions on a daily basis including customers, solicitors, suppliers, contractors and a wide range of Council Departments including Finance, Credit Control & Systems Control.

#### **Main duties**

1.     To receive/collect, accurately record and promptly distribute all incoming and outgoing mail, including faxes, emails and document exchange post. To ensure the collation and posting of any HOS mailings (including those of high volume) within specified timeframes.
2.     To accurately maintain and update HOS systems and records for all areas of work including statistical information and service charge accounts.
3.     To provide administrative support to all sections as required and to ensure deadlines are met including photocopying, filing, minute taking, assisting in the preparation of standard documentation and correspondence plus any other general office duties as required.
4.     To record and distribute all official complaints and member's enquiries, monitoring replies, ensuring appropriate action is taken to prevent deadlines being missed, including updating statistical records.
5.     To monitor, maintain and order as directed all stocks, office stationery and supplies and equipment, ensuring adherence to budget and liaising with external contractors or internal departments for supplies as necessary.

6. To be responsible for the recording and correct coding of all income on a daily basis (including cash and cheques) and payment arrangements (including Direct Debits and other instalment plans) received in HOS in accordance with Council procedures.
7. To act on a day to day basis as the primary point of contact for personal and telephone callers to HOS, dealing with enquiries, providing advice or referring callers as appropriate.
8. To carry out all duties with regard to importance of the legislation, regulations and contracts including leases, procedures and policies relevant to HOS functions.
9. To work effectively with other Council departments and appropriate outside agencies as required.
10. To work in accordance with the HOS Quality Management System, the Customer Service Excellence framework and to utilise appropriate technology to ensure the effective and efficient processing of the role's workloads. To be aware of statutory, corporate and HOS requirements and deadlines and the flexible working arrangements this will require.
11. To assist with the preparation and the administration of customer participation events and other Council meetings, including working occasional evenings or weekends.
12. To carry out all duties with due regard to the provision of health & safety regulations and legislation; the equal opportunities and customer care policies; the New Technology Agreement, Data Protection Act and data security provisions.
13. To undertake any other duties and training consistent with the scope and functions of the post.

Designation of Post to which Post holder normally reports:

**Team Manager**