

## Job Description

**Job Title:** Housing Trainee

**Reports To:** Housing Manager

**Job Purpose:** To support the provision and delivery of an efficient and effective administrative service.

To provide a front line housing management service, ensuring support to officers within the housing service teams.

### KEY RESPONSIBILITIES

- To undertake a rotational programme, spending time with the key areas within housing, shadowing officers and developing an understanding of the housing environment.
- To learn how to effectively deal with first line enquiries from customers over the phone or face to face, and to offer basic advice or refer the customer onto the most relevant officer
- To learn how to provide a fully comprehensive administrative and customer facing service to ensure the efficient and effective functioning of the housing services teams
- To develop a basic broad range of housing services knowledge, so that customers' can be given correct information, support and advice, including sign posting to relevant services upon first contact
- To provide assistance and support for customers' to access digital services
- To be responsible for the housekeeping and inputting of data on the housing management systems
- To carry out tasks including word processing, photo copying, scanning, faxing and filing in a prompt and efficient manner
- To ensure all paperwork is filed utilising the appropriate systems
- To assist with the receipt and distribution of mail, dissemination of information and maintenance and storage of the team's information in manual and computerised systems
- To ensure all customer files hold relevant information and are kept up to date
- To maintain diaries and arrange meetings, appointments and other events
- To ensure that supplies of stationary and office equipment are maintained and all facilities are in good working order
- To obtain customer feedback on services delivered, collate data and provide statistical information for the purpose of reporting performance
- To be the first point of contact at reception as and when required

## **General**

- Promote and embed equality and diversity as an integral aspect of working for Wythenshawe Community Housing Group, leading by example.
- To ensure value for money in all activities
- To carry out duties in accordance with the policies and procedures of the group, including health and safety
- To exercise a high level of discretion in dealing with personal and confidential matters
- To carry out any other duties which are consistent or commensurate with the role and or as directed.

*No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.*