

**GREENWICH COUNCIL
JOB DESCRIPTION**

DEPARTMENT: HOUSING & SAFER COMMUNITIES – HOUSING INCLUSION

POSTHOLDER: **GRADE: SO1**

SECTION: CUSTOMER ACCESS TEAM

JOB TITLE: CUSTOMER ACCESS OFFICER

POST NO:

REPORTING TO: SENIOR CUSTOMER ACCESS OFFICER

PURPOSE OF JOB

1. To provide a comprehensive information service to customers in housing need.
2. To meet high standards of customer care by minimizing waiting times, arranging appointments, and giving customer-specific information at an early stage.

MAIN DUTIES

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 interview callers and provide information regarding the local housing situation including choice based lettings and private sector options through verbal advice and the issuing of relevant leaflets, application forms, phone numbers and details of other departments and agencies.
4. To make provisional assessments of the housing and support needs of customers, ensuring that appropriate appointments or referrals are arranged. This to include contacting hostels and other schemes in order to secure accommodation for 'non-priority' homeless households.
5. To keep full and accurate records of customer contacts, issue relevant decision letters where legally required and ensure that manual and/or IT records are kept for statistical, monitoring and reporting purposes. To ensure information provided by customers is consistent with that already held and give them information on how their application will be progressed.

6. To intervene and provide alternative cover within the reception area to prevent queues and/or long waits for customers, this to include speaking to customers in the reception area to see if their enquiry can be dealt with straight away.
7. To compile and update information in the form of leaflets, packs, fliers etc to be issued to the customers in housing need.
8. 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.
9. To develop and maintain a working knowledge of local housing policies and provision, relevant legislation, and developments and best practice in customer care.
10. To assist in statistical monitoring, customer surveys, and other exercises to increase the effectiveness of the service.
11. To provide support and cover for other sections within the service as directed by the Senior Customer Services Officer
12. To carry out all duties with due regard to Health and Safety regulations and in line with the Council's Equal Opportunities and Customer Care Policies and the New Technology Agreement.