



**SECTION ONE**

<b>Service Unit: Revenues &amp; Benefits</b>	<b>Post Title:</b> Apprentice Admin Assistant
	<b>Grade:</b>
	<b>Post Number: 332019544</b>

**SECTION TWO**

**Responsible to:** Social Inclusion Team Leader

**Responsible for:** -

**SECTION THREE – Overall purpose of job**

To provide administrative support to the North Social Inclusion Team

**JOB DESCRIPTION**

**SECTION FOUR – Principal Responsibilities**

1. To create customer records for all Discretionary Housing Benefit and Discretionary Council Tax Support Claims across the North.
2. To record volumes of correspondence received as required.
3. To index and swordfish documentation using the document imaging systems.
4. To support staff when required on our Drop in desk and to be a point of contact on our drop in desk.
5. To provide clerical support to staff within the Social Inclusion Team.
6. To assist with daily emails and customer enquiries.
7. To update customer records on our CRM systems and other IT systems.
8. To liaise with both internal and external customers and support the team at internal and external events.
9. To offer support to Social Inclusion staff at home appointments and in-house appointments.



**SECTION FOUR (continued)**

12. To ensure, wherever possible that cases of hardship are identified and that all potential claims for support or financial assistance have been registered.
13. To operate office machinery.
14. To undertake any other duties within the scope and grade of this post.
15. To ensure compliance with all Council policies with reference to the Health and Safety, Equal Opportunity and Communication policies.
16. The postholder may from time to time be required to carry out other duties provided they are within the general level of responsibility of the post and within the abilities of the postholder.

**SECTION FIVE – Main levels of contact**

**Internal:**

**External:**

**SECTION SIX – Special features of the post**

**SECTION SEVEN**

Job Description prepared by: (Manager) .....	Date .....
Approved by: (Personnel) .....	Date .....
Agreed by: (Post holder) .....	Date .....