For office use only: **VCE018**

Reviewed by: **TC 10/21**

Date: **TBC**

**Insert Role Title Here**

Location of position/department: Morfa-gele, Abergele

Responsible to: Claire Twamley/Lesley Stones

Time commitment: Flexible

Number of placements available: 2 – 4 placements – Cartrefi Tenants only

**Purpose/Summary of Role:**

* To assist in the collection of tenant information to ensure all of our records are accurate and up to date.

**Description of Tasks:**

* Telephone calls to our current tenants to confirm the personal details we hold are accurate and up to date.
* Updating OpenHousing to reflect any changes to details.
* Forwarding on any queries or concerns to the relevant team (i.e. Customer Services/ Neighbourhood Services).
* Using OpenHousing to check documents are uploaded and saved in the correct place to enable paper copies to be destroyed.
* Shredding and filing of confidential information.

**Training & Support:**

Work Buddy:

* Induction to the organisation
* Full training on all aspects of the role
* Regular updates from Employment Academy Mentor
* Personal Development Plan
* Participation in the Volunteer Rewards Programme

**Reimbursement of Expenses:**

Out of pocket expenses will be reimbursed as follows:

* Mileage costs @ 40p per mile from home to place of volunteering
* Public transport costs reimbursed on receipt of valid ticket
* Lunch (conditions apply)
* Childcare (conditions apply)

**How to Apply:**

* Email: tish.calveley@creatingenterprise.org.uk or telephone 01492 588 980
* Express an interest in which role you are interested in

**Line Manager’s Signature: Date:**