

SPITALFIELDS HOUSING ASSOCIATION

JOB PROFILE



Job Details

Job Title	Customer Service Officer	Report To	Customer Insight Manager
Service Area	Housing Services	Responsible for	Customer Service
Grade (Salary)	£23,500	Date Updated	24/10/2017

Job Summary

To provide front line reception and administrative support to housing services; assisting staff to deliver a high quality service in a customer driven environment. All duties will be carried out within an equalities framework to implement SHA's values, policies, procedures and guidelines.

Job Outputs

The job holder will carry the formal responsibility for delivering the following outputs and they will be achieved through effective working relationships with those in the identified job interdependencies.

Role output	Tasks
Housing Services	<ul style="list-style-type: none"> ▪ The post holder will be responsible for meeting and greeting visitors at reception, answering/filtering incoming calls, directing calls to appropriate associates, ordering of office supplies and distribution, keeping reception area tidy and ensure health and safety measure in place. ▪ Issuing and logging visitor parking permits. ▪ Responsible for post opening and assist with any mail-outs where appropriate ▪ Process paper works submitted by resident estate inspectors and process claims for reimbursement. ▪ Maintain a comprehensive library of information and forms for the department (online and hard copy) ensuring the reception area has up to date literature and leaflets for residents ▪ First point of contact, co-ordinate responses to service complaints, Anti Social Behaviour, members enquires within time frame and keep electronic and paper systems up to date for performance report purpose. ▪ Co-ordinate Key Performance indicators from various department and populate data sheet for results within set time. Send KPIs to other landlords on timely manner. ▪ Co-ordinate posting of residents' newsletter ▪ Take payments using card machine or over the phone
Other Departments	<ul style="list-style-type: none"> ▪ Provide administrative support to the other departments if directed by your line manager.

Any other duties commensurate with the level of the post holder.

SHA will develop as an organisation to deliver its longer term aims. The developing direction and priorities of SHA will require flexibility and postholders will be required to respond to these within the scope of their job role.

Behaviour & Competencies

The post holder will be able to demonstrate and evidence the following behaviour & competencies.

- Communicating effectively
- Excellent customer focus and skills
- Continuously improving
- Team working
- Flexibility
- Delivering 'right first time' results

Person Specification

Essential *Key Experience*

- Proven knowledge and successful track record preferably in a housing related environment or other customer focused service.
- Experience of reception and admin work.
- Experience of complaints management.
- Experience/understanding of key performance Indicators and reporting
- Experience in the use of relevant ICT systems.
- Excellent interpersonal skills both verbal and written.
- Proven ability to manage a varied workload to achieve priorities and objectives.

Abilities, Skills and knowledge

- Excellent interpersonal and customer care skills.
- A good understanding of core housing functions and the importance of effective administrative support.
- The ability to work under pressure and to deal with challenging situations in a sensitive and creative manner.
- A willingness to work flexibly and ability / commitment to work as part of a team.
- Competent in IT skills.
- Committed to own personal development and development of others in line with SHA's Appraisal Process.
- Ability to speak Bengali, with a meaningful understanding of the cultural norms of the local communities.

Key Interdependencies

- Residents & other customers
- Line management
- Housing team
- Community Development & Resident Involvement Team
- Maintenance Team
- Finance and Development teams
- Contractors
- External agencies

Declaration

I have read, understood and agree with the roles and responsibilities outlined in this job description.

Name of Officer :

Signature :

Date :

Manager's - Name :

Signature :

Date :