

Role Profile

Job Title	Customer Services Officer		
Reporting into	Team Leader - Supported Housing Admin		
Directorate	Supported Housing	Working Style	Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Customer Services Officer, you will be responsible for providing a dynamic, high quality first point of contact service for callers (and visitors) into the office/project and over the telephone for housing management and maintenance related enquiries.

You will assist the team in providing an efficient, responsive, and accountable administration service on a group of supported housing projects/properties/schemes. Working flexibly with a range of people and meet service delivery targets and objectives.

Key Areas of Responsibility:

- Ensure responsibility for safeguarding and promoting the welfare of children and young people and/or adults at risk.
- Provide a high-quality customer focused and courteous administration service, maintaining a smart and professional corporate image at all times.
- Answer general and routine enquiries from callers in person or over the telephone.
- Act as the primary contact for conference facility bookings and facilitate these as required.
- Be part of a rota to ensure cover for reception duties is maintained.
- Liaise with the Customer Service Centre, Housing Officer and Estate Officer as necessary to ensure repair requests are logged and dealt with appropriately.
- Act as a contact point as appropriate to enable contractors to gain access to carry out works.
- Accept rents from residents calling in person at the office, provide them with receipts and complete the necessary documentation for audit and account purposes.
- Produce straightforward replies to basic housing management and maintenance related enquiries. Collate statistical or financial information as required. Maintain databases as required.
- Provide an administrative and support service to the office-based housing/support team, including dealing with routine correspondence and keeping manual and computerised records as directed.
- Maintain supplies of office stationery.
- Attend meetings, produce minutes and store appropriately on the network.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Understanding of people with complex needs.

- Experience of maintaining accurate records and record relevant information.
- Have a clear understanding of diversity within a role dealing with vulnerable people.
- Knowledge of office procedures and equipment.
- Previous experience of working in a housing association. (D)
- Experience of working with figures. (D)
- Basic understanding of spreadsheets and databases. (D)
- Good IT (Microsoft Office) and record keeping skills.
- Able to work under own initiative with minimal supervision.
- Ability to assess difficult situations and provide solutions.











Professional/Vocational/Academic Qualifications:

- NVQ 3 or equivalent in relevant field. (D)
- Good level of literacy and numeracy.

Safeguarding and Lone Working:

- N/A.

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.