Customer Service Officer

Grade	Contract Type
H	Fixed Location

Foyer Operations Manager
↓
Deputy Manager
↓
Customer Service Officer
↓
No Direct Reports

Department

| Supported Housing	➔	Young People Services

Role Overview

Provide a reception service for the Scheme, providing administrative support and the first point of contact for service users, visitors, internal/external partners and colleagues.

Subject to Basic Disclosure & Barring Service (DBS) check

RESPONSIBILITIES

- Provide a reception function to the Scheme, ensuring a positive and professional service to both customers and visitors.

- Provide administrative and clerical support to the team, including collating data and statistics for reporting purposes, minutes and note taking.

- Responsible for ordering goods and supplies, creating orders and processing invoices through the eFinance/ePayables systems.

- Process referrals, in accordance with policy and procedure, to support the allocation process.

- Oversee the reporting of repairs to Your Response, keeping accurate repair's records and monitoring completion of works.

- Maintain filing systems, archiving and assist the team with setting up files, ensuring the correct documents are included.

- Maintain a diary system for room bookings.

- Receive and distribute internal and external mail efficiently and effectively.

- Deal with banking and follow financial procedures.

- Undertake additional duties appropriate to the role and/or grade.

Our values

PASSION PRIDE CREATIVITY ACCOUNTABILITY
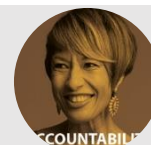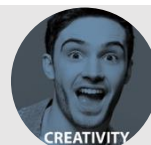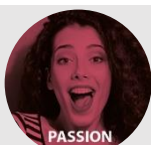
Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- Ability to relate to vulnerable residents; must be able to demonstrate empathy

- Ability to work unsupervised and use own initiative

- Ability to use a range of IT packages

- Good interpersonal skills and communication skills with the ability to relate to a wide range of people

- Good administration and organisational skills and ability to prioritise a busy workload

- Ability to work accurately with figures

ESSENTIAL REQUIREMENTS

- Knowledge of Microsoft Office (Word, Excel, PowerPoint)

- GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- Understanding of Safeguarding risks regarding young people

- Experience of working in a busy office environment

- Experience working with young people

- Fundraising experience