

Customer Service Officer

Grade

H

Contract Type

Fixed Location

Foyer Operations Manager



Deputy Manager



Customer Service Officer



No Direct Reports

Department

**Supported
Housing**



**Young People
Services**

Role Overview

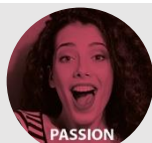
Provide a reception service for the Scheme, providing administrative support and the first point of contact for service users, visitors, internal/external partners and colleagues.

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



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