

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Customer Services Officer	Deputy Manager	Supported Housing	Young People Services	H

<p>Job Purpose:</p> <p>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.</p> <p>Subject to Basic Disclosure & Barring Service (DBS) check</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
---	--

Key Responsibilities:

1. Provide a reception function to the Scheme, ensuring a positive and professional service to both customers and visitors.
2. Provide administrative and clerical support to the team, including collating data and statistics for reporting purposes, minutes and note taking.
3. Responsible for ordering goods and supplies, creating orders and processing invoices through the eFinance/ePayables systems.
4. Process referrals, in accordance with policy and procedure, to support the allocation process.
5. Oversee the reporting of repairs to Your Response, keeping accurate repair's records and monitoring completion of works.
6. Maintain filing systems, archiving and assist the team with setting up files, ensuring the correct documents are included.
7. Maintain a diary system for room bookings.
8. Receive and distribute internal and external mail efficiently and effectively.
9. Deal with banking and follow financial procedures.
10. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Microsoft Office (Word, Excel, PowerPoint) 	<ul style="list-style-type: none"> • Safeguarding risks regarding young people
Skills	<ul style="list-style-type: none"> • Ability to relate to vulnerable residents; must be able to demonstrate empathy • 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 unsupervised and use own initiative • Ability to use a range of IT packages. • Ability to work accurately with figures. 	
Experience		<ul style="list-style-type: none"> • Experience working with young people • Experience of working in a busy office environment • Fundraising experience
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

<p>Key Role Performance Indicators</p> <ol style="list-style-type: none"> 1. Record all cash handling accurately and complete banking weekly ensuring all Financial standing orders are followed. 2. Ensuring stock is monitored and new orders created on a need basis through efinance system ensuring costs are within budgets. 3. Provide administrative support to staff time weekly ensuring note taking and minutes are recorded and distributed in a timely manner 4. Accurate quarterly data collection and reporting completed and accurately and submitted on time 5. Application process and applications dealt with daily and processes in line with local housing procedures. 6. Reporting repairs promptly and accurately ensuring outstanding works are chased and resolved ensuring records are kept up to date and accurate. 7. Receive and distribute mail daily. 8. Ensure all visitors and customers are signed in and out of the building accurately and ensuring all fire and health and safety policies are adhered to daily.
--

Date Role Profile Created/Updated:	April 2020
---	-------------------