North London Muslim Housing Association

Job Description & Person Specification

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| Post: | Customer Services Officer |
| Department: | Housing Management |
| Responsible to: | Housing Manager |
| Number of staff reporting: | None |

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| Overall Responsibilities of Post: |

1. Provides a high quality, effective one-stop housing management, maintenance and advice service to all residents (irrespective of tenure) and other customers.
2. Responding to customer queries, ordering repairs
3. Maintaining a good relationship with contractors and colleagues.
4. Promoting tenant participation

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| **Key Achievement Areas:** |

* Act as the first point of contact for customers, handling all incoming and outgoing calls, covering a wide range of services and enquiries relating to the work of NLMHA.
* Provide a one-stop service giving information and advice on all tenancy, housing management and repairs issues, community development programs and NLMHA’s policies and procedures.
* Provide a welcoming, supportive, prompt and informed response to all visitors and callers to the office, directing or signposting where necessary
* Assess and resolve enquiries, requests and complaints ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required.
* Use sound judgment to provide information within established rules and procedures, to each request, including logging, processing and progress chasing enquiries, adhering to agreed quality standards to maximize customer satisfaction.
* Provide a comprehensive information service to customers, advising on services available and the policies and procedures of NLMHA which will resolve or inform their needs.
* Deal with any ad-hoc work requests as and when they arise.
* To bring to the attention of the Senior Housing Officer / Technical Officer any matter that is of persistent concern to tenants in respect to the services provided.

# Operational Matters

# Resolve customer queries at the first point of contact and within agreed procedures.

1. Monitor rent accounts calculate credits and rent refunds, complete rent adjustments form and input housing benefit information as required.
2. Advise customers on rent payments and recording information on NLMHA’s system.
3. To assist the Housing Management team in the delivery of an efficient and effective housing, repair and maintenance service.
4. Promoting the Association’s work through organizing and attending events which may be within or outside working hours.
5. Assist with the delivery of the Association’s Community Development and Resident involvement strategies as required.
6. Have in place an effective system to track correspondence to and from the organisation.
7. Monitor the organisation’s service standards – e.g. dropped calls, callers to offices, responses to letters etc.
8. Assist with leases, lettings and rent arrears control, and maintain accurate records necessary for the effective response to queries.
9. Ensure that voids and lettings are properly tracked, and the database records updated with current activity.
10. To take follow up action against tenants who have denied access to their homes to enable the annual gas safety inspections to be carried out.
11. Maintain and administer the appropriate systems to deal with tenant recharge, and recharge to external clients.
12. To process service requests, diagnose day to day repairs, liaise with contractors and make appointments for residents and issue works orders to repairs contractors.
13. Organise and allocate works orders to the appropriate contractor within authorisation level.
14. To identify and deal with emergency repairs within specified time.
15. Contribute towards and implement new or revised procedures for the department and ensure that these are consistently applied throughout all activities.
16. Actively participate and contribute to projects as and when required.
17. Ensuring Value for Money is a key part of the decision-making process.
18. **Customer Care**
19. Ensure all customers calling, mailing or visiting the Association’s sites are dealt with in a courteous, prompt and helpful manner.
20. Aid callers or visitors on a variety of issues including general housing enquiries, making appointments with staff, enquiries about the Association’s policies and procedures and general rent, housing and repairs enquiries.
21. Undertake a range of roles within customer services including reception services, administration of the post, service follow up calls.
22. To promote NLMHA’s work within and outside the Association through regular liaison with customers, stakeholders, colleagues, external organizations, contractors and local community groups.
23. To positively contribute to improving the accessibility of the Association’s services to customers by identifying how customers prefer to be contacted and through full use of the resources available (including Language Line) and multi-lingual colleagues and ensuring the physical reception area is welcoming.
24. To undertake with enthusiasm, flexibility and a genuine warmth an interested attitude to enhance the customer’s experience of the service
25. Effectively using any Housing Management software system to assist the customer experience.
26. To assist the Operations team in conforming to all Health and safety legislation keeping accurate information and records.
27. **Administration**
28. Undertake general administrative duties for the office, including the opening and sending of mail, leaflets, faxes; photocopying as necessary, assisting with the production of routine reports and organizing and maintaining filing systems – manual and electronic.
29. Provides administrative and office management services to staff, providing word processing, data and file management support and performance reports as required.
30. Keep records of all customer interactions and transactions including all correspondence received, information given, services requested, comments made and complaints, recording details of action taken, to ensure accurate information and efficiency when dealing with queries and to inform NLMHA’s improvement objectives.
31. To monitor invoices within the Housing Management department and ensure proper procedures are followed to allow prompt payment checking for accuracy and any queries followed up within the Association timescales.
32. Organise the administrative workload to ensure the correct level of support is given to the Housing Management and maintenance Departments e.g. booking appointments and arranging diary appointments for officers and managers.
33. Monitor and ensure enough stationery supplies are available for the office. Order and stock supplies as and when required or requested.
34. Keep under review the procedures of the administrative function and recommend changes as appropriate.
35. Ensure that all administrative tasks are efficiently covered for the department.
36. **Surveys**
37. Monitor and collate customer satisfaction through telephone surveys, providing regular reports for information and analysis.
38. Within and outside working hours conduct regular customer surveys into the quality of services provided.
39. Working with other staff members in conducting regular tenant surveys into the quality of services provided.
40. **Maintaining data and information**
41. Ensure all relevant data is recorded accurately and that the Association’s database updated as required.
42. Monitor and update service programmes, statistical information, performance indicators and database.
43. Run standard reports from various internal systems, compiling information for others to develop reports as required, or producing information reporting on performance as required
44. Liaise with others on system errors and improvements to ensure data is properly recorded and is accurate
45. Where necessary, develop and maintain systems for data collection, ensuring that all information is captured and recorded accurately and where possible improve on service standards and organisational deadlines.
46. Logging and monitoring correspondence, calls and complaints ensuring appropriate escalation in accordance with procedure and assist with complaint monitoring by tracking, following up and ensuring all assurances/promises have been met and the complaint closed.
47. Maintain such records and produce information for statistical analysis when required.
48. Work towards a paperless office by scanning and filing documents in the document vaults.
49. **Managing Self**
50. Conduct yourself in line with the general standards of conduct and behavior as detailed in NLMHA’s Code of Conduct; including awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers
51. Demonstrate flexibility regarding working patterns, as business needs arise.
52. Manage your own continuing professional development, utilizing available learning resources/opportunities and your own personal networks
53. **Other Requirements of Role**
54. Develop and maintain professional relationships and partnerships externally and internally, ensuring NLMHA’s interest is safeguarded.
55. Observe and continually promote equal opportunities, diversity and customer care in full compliance with NLMHA policies and expectations
56. Ensure reasonable care is always taken for the health, safety and welfare of you and other persons to comply with the policies and procedures relating to health and safety within NLMHA
57. Carry out any other duties as requested by the line manager
58. Work efficiently and effectively as part of a team
59. Work collaboratively with other departments to ensure a smooth and effective delivery of services to stakeholders

To undertake other duties considered reasonable within the scope and purpose of the post as directed by the Senior Housing Officer.

(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Customer Services Officer** |
| **Department** | **Housing Management** |
| **Reporting to:** | **Housing Manager** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| 5 GCSEs or equivalent minimum | E |  |
| **Experience** |  |  |
| Experience of working in a customer service environment | E |  |
| Excellent administration and organisational skills, with the ability to handle competing priorities | E |  |
| Ability to gather and present information to support  organisational priorities |  | D |
| Proficient in the use of computer packages including Microsoft Word, Excel and Outlook & IT literate | E |  |
| Ability to calculate figures accurately, with attention to detail and provide explanation where required |  |  |
| **Skills and Abilities** |  |  |
| A demonstrable commitment to service quality | E |  |
| Good written and oral communication skills | E |  |
| Must be a flexible and co-operative team player | E |  |
| Able to diagnose and process repairs problems |  | D |
| **Personal attributes** |  |  |
| Ability to communicate effectively with internal and external customers | E |  |
| Enthusiastic, reliable and highly customer focused | E |  |
| Personal resilience, with proven ability to deal with difficult customers | E |  |
| Able to attend meetings/events at evenings and weekends as when required |  | D |

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