

**JOB PROFILE**

<b>Post No.</b>	
<b>Post Title:</b>	Customer Service & Resources Administrator
<b>Unit/Team:</b>	Property Services
<b>Grade:</b>	C
<b>Service:</b>	Operations and Traded Services
<b>Reports to:</b>	Property Repairs Team Leader
<b>Issue Date:</b>	July 2023

**PURPOSE OF THE JOB**

To proactively assist with the delivery of a high quality, customer focussed Property Repairs Service by efficiently allocating resources, responding to customer requests, and associated administrative support.

**1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 To respond to requests, enquiries and complaints via multiple streams including telephone, email and in person, signposting to other services where necessary.
- 1.2 To create, update, amend and close jobs in the repairs management system.
- 1.3 To assign suitable resources according to their skill set, forward planning where necessary to ensure service delivery is efficient and effective
- 1.4 To recognise and deal with a whole range of customer emotions including people who are unhappy, angry, abusive, or aggressive.
- 1.5 To recognise, respect and listen to the varied needs of customers and explore which solutions are available to meet their needs
- 1.6 To work to identified customer service standards in line with corporate values.
- 1.7 To be proactive in maintaining contact with colleagues and contractors regarding scheduled work, updates and changes
- 1.8 To be proactive in maintaining contact with customers regarding scheduled work, missed appointments, updates and changes
- 1.9 To undertake tasks and duties whilst maintaining a high level of quality, accuracy, transparency, and auditability
- 1.10 An ability to remain calm whilst working under pressure, with conflicting demands including limited resources
- 1.11 To liaise with colleagues regarding technical advice to provide customers with information that is accurate and sufficiently resolves their enquiry.

- 1.12 To correctly identify, capture and process data relating to the service including proactively liaising with suppliers and contractors, updating customer contact details, and recording rechargeable works
- 1.13 To approve or decline operative leave requests whilst ensuring adequate resource cover is maintained for the delivery of PRS Team services
- 1.14 To develop and maintain up to date knowledge of the services delivered by the Council and the systems used to deliver those services.
- 1.15 To note and report any areas where improvements are needed in order to minimise waste and increase levels of customer satisfaction.
- 1.16 To participate in all training and development activities necessary to fulfil the role.
- 1.17 To undertake general administrative and housekeeping duties to support the day-to-day operations of the PRS Team
- 1.18 To adhere to the Corporate Values Framework maintaining a 'CAN DO' approach at all times
- 1.19 Be aware of Health and Safety legislation and as far as is reasonably practicable, ensure compliance with the Health and Safety at Work Act and the Council's Safety Policy

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 To assist in maintaining up to date information relevant to the service maintaining issues logs and file notes
- 2.2 To identify opportunities for self-development and undertake activities to improve both skills and knowledge
- 2.3 To capture data relating to value and failure in order to maintain customer focus and identify service improvements
- 2.4 Any other reasonable duties as requested by your manager, in line with your skills and knowledge

## **3. SUPERVISORY RESPONSIBILITIES**

None

## **4. FINANCIAL RESPONSIBILITIES**

Responsible for taking credit or debit card payments, using chip and pin, over the telephone

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

Responsible for customer data in systems and databases

**6. EXTENT OF PUBLIC CONTACT**

With members of the public, internal services of the Council and other agencies and outside bodies using different technologies e.g. phone, email, and internet

**7. WORKING CONDITIONS AND ENVIRONMENT**

This is an office based, customer facing role requiring some face-to-face contact with the public

**8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

<b>Signed as agreed:</b>	
Postholder	Date

## PERSON SPECIFICATION



### Post: Customer Service & Resources Administrator

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria.'

Criteria	Essential/ Desirable	Method of Assessment
3 GCSEs, grade A – C or 9-4 including English	E	D
Experience of dealing with customers both on the telephone and face to face	E	A,I,R
Impeccable telephone manner and interpersonal skills with the ability to deal with people at all levels both orally and in writing	E	A,I,R
Good keyboard skills and experience of standard Microsoft Office systems	E	A,I,R
Able to use written and oral communication skills effectively	E	A,I,R
Able to work to identified customer service standards in line with corporate values	E	A,I
Willing to share information and ideas and contribute to service improvements	E	A,I
Extremely strong attention to detail with meticulous approach to checking own work and the work of others for accuracy.	E	A,I,R
Adopt a 'right first time' approach to delivery of PRS services	E	A I
Ability to operate with minimal supervision, identify what needs to be done and respond accordingly.	E	A,I
Able to treat customers fairly, honestly, respectfully and in a polite and courteous manner	E	A,I
Experience of team working	E	A,I,R
Experience of using work planning systems and solutions	E	A, I
Able to listen, understand and correctly identify what the customer needs	E	A,I
Able to liaise with others and support colleagues in order to find solutions to customer enquiries	E	A,I
Able to handle customer enquiries with sensitivity	E	A,I
Able to prioritise and problem solve whilst under pressure, to deliver a busy workload and meet deadlines	E	A,I,R
Able to keep up to date with service developments, adapt to change and demonstrate a flexible approach	E	A,I
Experience of ensuring consistency when providing information to customers	E	A,I
A commitment to work within our CAN-DO values	E	A, I

Knowledge of Council services	D	A,I
Knowledge or experience of more advanced IT systems	D	A,I
Previous experience of working within social housing repairs and maintenance, or a related sector	D	A,I
Previous trade experience for problem diagnosis	D	A,I

Application	A
Interview	I
Test (written, presentation, practical – e.g. word processing)	T
References	R
Documentary – e.g. certificates	D