



Customer Service and Repairs Administrator

Head Office

Hours: 37.5 hours per week. Monday – Friday 9.00am – 5.15pm

Part of the: Asset Management Department

Responsible to: Maintenance Surveyor

Purpose

To deliver an excellent customer and repairs service by providing a first point of contact for incoming phone calls and providing high quality administrative support to the Maintenance Surveyor and Asset Management team.

Responsibilities: A Customer Service and Repairs Administrator will:

- ✓ Provide an excellent customer service to customers, to be the first point of contact for our customers, primarily over the telephone, ensuring that the customers' experience with Elim is empathetic, responsive and efficient.
- ✓ Be proactive in ordering and arranging repair appointments, providing customers updates on appointments and carrying out satisfaction surveys on completed works.
- ✓ Accurately raise orders for works against Schedule of Rates Codes and issue to contractors and track their progress from start to finish. Obtaining weekly reports from contractors including uncompleted jobs and updating the Housing Management System (QL).
- ✓ Work closely with and provide administrative support to the Maintenance Surveyor.
- ✓ Provide a wide range of administrative and associated services to ensure the smooth running of the repairs service.
- ✓ Collate information, provide reports, compile KPIs and arrange meetings and take minutes where required to support the work of the teams.
- ✓ Work closely with and provide administrative support to the Compliance Manager to cover holidays and sickness and provide information on repairs on compliance related repairs.

- ✓ Assist with the delivery of planned maintenance, major works and health and safety plans.
- ✓ Liaise closely with customers to ensure development defects and other issues are addressed effectively, and systems updated.
- ✓ Be involved with digital communications and updating social media and the Elim website, as required.
- ✓ Optimise the use of IT and relevant electronic systems to manage your workload, keep departmental information systems up to date and support effective customer engagement.
- ✓ Contribute to the provision of cost effective and value for money services.

Qualifications and Experience: In this role a Customer Service and Repairs Office will need the following:

- ✓ Understanding and ability to provide excellent customer service.
- ✓ Ability to maintain clear, accurate and up to date records both written and electronically.
- ✓ Ability to communicate in a friendly, effective manner with customers, colleagues and third parties.
- ✓ Skilled in use of Microsoft office and experienced in accurate data entry to deliver administration and communication services.

It would be great if you also could:

- ✓ Have GCSE level equivalent education or some experience working in an office environment.
- ✓ Experience in producing factual reports
- ✓ Demonstrate experience of providing a similar service within the Housing sector.



Skills and Abilities: In this role a Customer Service and Repairs Officer will need the following:

- ✓ Proactively manages own time and workload effectively and has a high level of IT competence.
- ✓ Communicates confidently and clearly, tailored to customers, contractors and colleagues
- ✓ Delivers excellent customer service by taking ownership, listening to customer views and issues, and finding solutions. Providing customers with a proactive service and keeping them updated on repairs.
- ✓ Manages and develops professional, productive, and supportive working relationships with both internal and external customers.
- ✓ Strong problem-solving skills and attention to detail.
- ✓ Good team member: being part of a cross-functional team but still have the drive to work on your own initiative.

It would be great if you also could:

- ✓ Understand the need for provision of quality services with the willingness to understand the housing sector and the key drivers in the business environment.
- ✓ Have an understanding of housing management or maintenance procedures



Values:

Elim's vision is to meet housing need and deliver homes that change people's lives.

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Customer Service and Repairs Administrator lives by the Elim CAREs values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts