



Customer Service Officer

Head Office

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

Part of the: Housing Department

Responsible to: Head of Housing Services

Purpose

The role is the first point of contact for internal and external customers of Elim including customers, staff and stakeholders. Providing excellent customer service communication and high-quality administrative functions for the business. Support delivery of services across operational teams including Housing Management, Development and Asset Management.

Responsibilities: A Customer Service Business Partner will:



Provide efficient and approachable customer service, ensuring effective communication with staff, customers and stakeholders.



Provide a wide range of administrative and associated services to assist with the delivery of a housing service and support the work of the Development and Asset Management teams.



Be an ambassador for Elim Housing and represent our values and aspirations in how you deliver services.



Assist in the collection and monitoring of performance data for housing and other business areas including anti-social behaviour, voids management and rent collection. To produce and maintain spreadsheets and graphs on performance as required.



Assist in the collection of customer satisfaction data.

Manage and deliver our front line reception service.



Collate information, provide reports and arrange meetings where required to support the work of the teams.



Raise purchase orders and ensure cost effective and value for money delivery.



Work with others on business projects and contribute to other work as required.



Manage, monitor and report on Flagging of accounts, Incidents and Safeguarding reports for the business.



Arrange and manage mail outs as required including quarterly rent statements.



To achieve individual and departmental Key Performance Indicators in line with Team and Business Plans.

Qualifications and Experience: In this role a Customer Service Business Partner will need the following:



It would be great if you could also:

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Have a relevant qualification in customer service and/or excellence in service provision.



Have experience of working in a social housing environment.



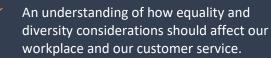
Had previously used Aareon QL Housing Client Record Management.



Skills and Abilities: In this role a Customer Service Business Partner will need the following:



Excellent communication skills, written and oral.





The ability to deal with demanding customers whilst putting their needs first.



To communicate in a clear and concise manner, both verbally and in writing.

To be approachable, methodical, accurate and flexible in your work delivery.

To be self-motivated and work effectively as part of a team.

To be hardworking and seek the best outcomes for the business and our customers.



To be approachable and empathetic.

It would be great if you could also:



Have an awareness and/or knowledge of Safeguarding and Incident reporting

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Have an awareness and/or knowledge of current social housing issues



Values:

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 Business Partner 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.



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



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



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



HEALTHSHIELD BENEFITS

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



PENSION AND LIFE ASSURANCE We are a member of the Social Housing Pension Scheme