



## 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.
- ✓ Manage and deliver our front line reception service.
- ✓ 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.
- ✓ Collate information, provide reports and arrange meetings where required to support the work of the teams.
- ✓ Be an ambassador for Elim Housing and represent our values and aspirations in how you deliver services.
- ✓ Raise purchase orders and ensure cost effective and value for money delivery.
- ✓ 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.
- ✓ Work with others on business projects and contribute to other work as required.
- ✓ Assist in the collection of customer satisfaction data.
- ✓ 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:



Significant experience in front line customer service.



Experience of proactive service delivery.



A good level of IT literacy, to include confidence in using various Microsoft Office applications as well as an ability to learn and quickly master the use of new IT systems.



Experience of collecting and reviewing customer data to improve service delivery.



The ability to deal with people effectively from diverse backgrounds.



Experience of delivering cost effective processes.

**It would be great if you could also:**



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



Had previously used Aareon QL Housing Client Record Management.



Have experience of working in a social housing environment.



Have experience of working in a smaller company and understand the demands that this can bring.

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

- ✓ Excellent communication skills, written and oral.
- ✓ An understanding of how equality and diversity considerations should affect our workplace and our customer service.
- ✓ 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
- ✓ 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.



### 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