

Job Description

Directorate Customers & Communities	Grade C
Service Communities	Job evaluation number
Reports to Communities Manager through Co-ordinators	Responsible for N/A

Job purpose and role

- Provide an efficient and effective clerical and administration service to ensure the delivery of an excellent housing service with a focus on providing great customer experiences and creating thriving communities.

Main duties and key result areas

- Process housing applications accurately and in compliance with target timescales.
- Assist in processing voids and relets and ensure accuracy of information within the process.
- Processing mutual exchange applications from application to match with another tenant.
- Administrative tasks relating to the housing register, including:
 - Housing application renewals
 - Distributing on-line messages
 - Processing banding decisions, such as homeless and medical priorities
 - Application amendments
 - Dealing with rehousing queries and application updates
- Maintaining records and statistical information including CORE returns.
- Retrieval and forwarding of information using our Electronic Document Management System (EDMS)
- Assisting with the production of antisocial behaviour information

- Provide general assistance in dealing with correspondence, telephone calls and face-to-face enquiries.
- Assist with any events and marketing activity relating to the placemaking team
- Deal with customer enquiries from all channels
- Maintaining accurate customer records
- Provide a full administrative support service to the team
- Undertaking clerical duties including the typing of letters, reports and minutes and the use of our multi-functional devices (MFD's)
- Provide support to the Customer Experience Service Team (including Reception cover when needed.)
- Positive approach to digital solutions, agile working, channel shift and improving the customer experience.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.



Job Description and Person Specification
TEAM SUPPORT ASSISTANT

Document owner: Head of HR

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1	January 2019	New role

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Excellent interpersonal skills, including tact, diplomacy and assertiveness	E
	Provide excellent service to internal customers, support the delivery of the both Housing Services and Community Connections to achieve performance targets, corporate and business targets and improve neighbourhoods as a place to live	E
	Ability to produce clear, concise and well written information	E
	Support the audit and verification of team activities for compliance with policy and procedure	E
	Strong organisation skills, with the ability to prioritise workload to achieve results to deadlines	E
	Proven digital competency, including social media	D
	Attention to detail and good levels of numeracy	E
	Excellent communication and negotiating skills	D
Knowledge and experience	Knowledge and ability to use applicable systems to deliver functions of the role	E
	Understanding of the purpose of the team and its objectives	E
	Experience of working in an office environment with conflicting pressures on your time	E
	Experience of dealing with customer enquiries over the phone, through digital solutions, and face to face	E
Qualifications	NVQ2 Customer Service or Institute of Customer Service Communications or Solutions qualification	D
	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to equality, diversity and inclusion	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E