

Job title:

Business Support Officer

Line manager:**Business Support Manager****Grade (if applicable):****5****Direct reports:****N/A**

Role purpose:

To provide effective first-time resolutions to customer enquiries, referring more complex enquiries to the Customer Services housing teams as necessary and provide team support and administration as required with a focus on the administration of our mutual exchange process.

Key results:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external.

You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will work as part of a local team to provide Business Support services to teams within your locality that meet their and their customers' needs and expectations. You and your team will have a specific focus of reducing administrative burden for the Neighbourhoods Customer Specialists to ensure they have the capacity to get closer to their customers, including successful management of our mutual exchange process.

Success metrics:

- Provide a responsive customer service by telephone, face to face and in writing to support the delivery of all aspects of estate services, tenancy & leasehold management. On occasion this may include accompanying colleagues on visits to residents' homes and other locations as required.
- Progress all communal pest control, tree maintenance and parking enquiries - maintaining records of works raised and liaising with the relevant contractor; updating our housing management systems.
- Deliver support to the management of local offices by collaborating with the housing teams, Front of House, Health and Safety and Asset Management.
- Provide support to customers by being the first point of contact, receiving, acknowledging, resolving and where appropriate face-to-face, telephone and written communication, to ensure safeguarding concerns are identified and referrals made to the Community Safety Team in accordance with the relevant procedures.
- Provide estate services and generic housing advice and assistance i.e., basic rent enquiries, general housing advice, permissions, assisting in identifying and raising orders on the system or with contractors and maintain records of these as required, including emergency advice, processing mutual exchange requests from application to approval, administering exchange sites and responding to enquiries, completing court applications for injunctions and warrants.
- Deliver support to the Business Support Manager, Housing and Technical teams in all aspects of support and office teams office administration, including budgets, communications, electronic filing, Health and Safety, equipment, maintenance and cleaning and the procurement of services.
- Process invoices and raise purchase orders accurately to support with the delivery of the budget.
- Assist with the organisation and support of community events and initiatives when necessary.
- Analyse all information held to ensure it is accurate and up to date including parking, customer data, key logs, and all related administration.
- Organise meetings and customer interviews, taking minutes as required and tracking the progress of case reviews for the localities teams ensuring that documents are stored centrally in SharePoint.
- Provide administrative support for the region as required to support other teams within the locality.
- Any other duties commensurate with the level of the post.

Version Date:

February 2023

Signed off by:

Managing Directors

About you:

You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues. Able to prioritise tasks and follow matters through to solution.
- Able to work independently on standard processes, and collaboratively as part of a team, and providing support within a larger section/department across service areas.
- Displays a strong understanding of the importance of confidentiality, with the ability to approach issues a sensitive, compliant, responsive, and transparent way.
- Experienced in working in a customer facing environment.
- Able to undertake some external liaison with customers, Board members and external agencies such as Police and Citizens' Advice; making appointments, arranging surgeries, responding to complaints, ensuring the Company's reputation is maintained.
- Flexible in your role to meet the needs of the teams within the localities.
- Able to attend occasional planned evening or weekend meetings, in support of Neighbourhood colleagues.

You will have:

- Ability to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Demonstrate a strong commitment to the principles of equality, diversity, and inclusion.
- Strong communication skills, both verbal and written, with the ability to use computer systems and maintain record systems effectively.
- Flexible and co-operative team player, with the ability to interact with colleagues across Catalyst at various levels.
- Demonstrable experience of applying housing policy and procedures and working with vulnerable residents directly would be desirable.
- Demonstrable knowledge and understanding of the importance of health and safety requirements, a qualification in health and safety would be desirable.