

Job title: Team Administrator
Line manager: Defects Resolution Manager
Grade (if applicable): 5
Direct reports: N/A



Role purpose:

To provide effective first-time communication and resolutions to customer enquiries through multiple channels, referring more complex enquiries to the relevant teams as necessary and provide team support and administration as required.

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 provide administrative support services to the Customer Care & Defect Resolution teams ensuring they meet their and their customers' needs and expectations.

You will have a specific focus of reducing administrative burden for the Defects Resolution Teams, picking up customer queries through multiple channels to ensure they have the capacity to get closer to their customers

Success metrics:

- Provide a responsive customer service by telephone, face to face and in writing to support the delivery of all aspects of customer relations & defects resolution activities. On occasion this may include accompanying colleagues on visits to residents' homes and other locations as required.
- Progress all enquiries received - maintaining records of works raised and liaising with the relevant contractor; updating our housing management systems.
- Deliver support to the management of new build enquiries by collaborating with the Delivery, housing, Health and Safety and Asset Management teams
- 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 concerns are identified and referrals dealt with in accordance with the relevant procedures.
- Provide new build & general defects advice and assisting in identifying and raising orders on the system
- Deliver full administrative support to the Service Heads & Managers 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.
Process requests, invoices and all paperwork related to the Shared Ownership repairs responsibility obligations
- Assist with the organisation and support of resident meetings, events and initiatives when necessary.
- Analyse all information held on housing systems and CRM to ensure it is accurate and up to date
- 95% accuracy score for data inputted and owned by Service area users
- Organise internal and external meetings, taking minutes as required and tracking the progress of case reviews for the teams ensuring that documents are stored centrally in SharePoint.
- To manage diary and procurement of materials for New Homes Handy Man Service.
- Any other duties commensurate with the level of the post.

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About you:

You will have:

- 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 contractors and Employer Agents; making appointments, responding to complaints, ensuring the Company's reputation is maintained.
- Flexible in your role to meet the needs of the teams
- Able to attend occasional planned evening or weekend meetings, in support of Customer Relations & Defect Resolution colleagues
- colleagues.
- Exceptional at organising your time to ensure work is delivered within deadlines

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 the business and at various levels.
- A basic understanding of the development process and construction industry, particularly in relation to property defects
- Experience in defects resolution, aftercare or repairs within Social Housing or a Private background.
- Experience in communicating and negotiating with internal and external stakeholders.
- Experience in delivering the best service to customers and confident in setting realistic expectations.

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