



Job title	Customer Support Administrator - Housing
Reports to	Customer Support Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, New Basford, NG7 7LW
Hours	37 per week Monday to Friday
Salary	Scale 4 point 18 - 21

Purpose

The role acts as the first point of contact for Tuntum, dealing with customers in a timely and positive manner in order to aid the business in running efficiently, alongside providing administrative support in relation to Housing Management.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, another senior officer of the Association.

Duties and responsibilities

1 Customer support

Greet customers, residents, contractors and suppliers at Reception, answering or referring inquiries and informing the relevant staff member of their arrival when required.

Monitor visitor book; and acting as a gatekeeper for access into the building or offices.

Sort and distribute incoming and outgoing postal deliveries.



Deal with frontline calls/enquiries/telephone messages for the Housing Team in a timely and courteous manner, taking ownership of the query or problem and attempting to resolve it personally (a 'one stop shop' approach).

Deal with e-mails sent directly and to "*housing*" and "*admin*" and ensure a reply within set service standards.

Deal with initial housing, rent, tenancy and estate management enquiries, referring more complex issues to the relevant Housing Management team members.

Acknowledge all housing complaints and ASB notifications, by email, text or letter, advising the customer of how the issue will be dealt with, by whom and to what timescale.

Register compliments, complaints and ASB onto the IT management system and advise relevant staff members accordingly, supporting the complaints resolution process by flagging up deadlines.

Check the dedicated "*housing*" voicemail and register entries onto the electronic system/call back/respond, as necessary.

Support "online" residents to use the Tuntum web site to 'self-serve', so that they are empowered to obtain information about their tenancy, rent account etc. directly.

For residents without internet access, print and forward to them by e-mail or post rent statements and other relevant information on request.

Deal with leaseholder, shared ownership, voluntary right-to-buy (VRTB), right to acquire (RTA) and home-swapper queries.

Deal with ad hoc administrative duties such as; printing, photocopying, scanning, filing and maintaining office supplies.

Receive rent payments made via the telephone or in person, issue receipts and reconcile all cash payments with Finance at the close of the office day.

Administer WhatsApp Messages.

Ensure that all keys being collected or handed in by residents or staff are registered on the key register.

2 Working in a team and with others

Provide cover as required, for the other Housing and Asset Management team administrators in their absence.



Contribute positively to working in your team and across Tuntum to provide quality services to residents.

Be aware of how your work impacts on the work of other departments and offer mutual support to foster a culture of 'one Tuntum.'

Act in a professional manner at work and whilst representing Tuntum.

Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

3 Quality and regulatory compliance

Understand the legal and regulatory framework in which Tuntum provides housing and support to residents.

Continuously look to improve the quality of the Association's services, responding positively to resident feedback and complaints.

4 Record keeping and data management

Maintain accurate and up to date records ensuring that are stored and reviewed regularly in line with general data protection regulations (GDPR).

5 Health and Safety

Work in accordance with Tuntum's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Person Specification

Requirements	Essential	Desirable
Education	A good level of written and spoken English. Competent in Microsoft Word, Excel and Outlook.	
Knowledge	A basic understanding of housing associations and their role.	Member of the CIH.
Experience required	Supporting, empowering and liaising with diverse residents.	Processing resident payments



	<p>Resolving resident enquiries.</p> <p>Working within the social housing sector.</p> <p>Office administration.</p>	
Skills and aptitudes required	<p>Able to manage difficult residents and their expectations.</p> <p>Able to put the resident first when under pressure and use initiative.</p> <p>Able to prioritise workload to meet deadlines and targets.</p>	
Personal qualities required	<p>Resident focused.</p> <p>Proactive and positive.</p> <p>Calm and methodical.</p> <p>Resilient.</p>	

Approved by:	<i>Joanne Page, Head of Housing & Sales</i>
Date approved:	02/05/2019