

JOB PROFILE**Job Details**

Job Title	Property Services Assistant	Service Area	Housing & Property Services
Based	RSHA Offices	Report to	Property Services Co-Ordinator
		Responsible For	N/A
Grade	EVH Grade 5 (PA13-16)	Date Completed	December 2020

Job Summary

The primary focus of the role will be to deliver, exceptional front line property services to customers, staff and stakeholders as part of the Housing & Property Services team. You will assist the Director of Housing and Property Services in the implementation of the Asset Management and Reactive Repairs Service, the Newbuild Development Programme, liaising with tenants and external contractors and other stakeholders to provide excellent customer services and to protect the Association's assets.

You will be instinctively customer focussed and have a "find a solution" attitude to ensure a positive customer experience. You will directly contribute and have a key frontline role in ensuring the repairs function is of the highest quality and enhance the experience for the Association's customers. You will have a passion for ensuring a task is done right first time and deliver excellent administrative support to the Property Services Co-Ordinator and other colleagues within your team.

Behaviours & Competencies**Our Organisational Competencies**

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour and proportionality

We want our Customer Services Assistant to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do.
- Show a willingness to participate and contribute effectively to the wider staff team.
- Share appropriate information openly and encourage two-way dialogue.
- Demonstrate a high level of integrity and confidentiality.
- Show perseverance in resolving problems at the front line.
- Remove the barriers that get in the way of delivering excellent customer service.
- Create an environment of trust.
- Use professional judgement to find creative solutions for customers and staff.
- Good listener.
- Excellent communication and interpersonal skills.
- Self-aware and self-motivated to realise your full potential.
- Achieve your full potential in the role.
- Excellent time management skills.
- Must be flexible and able to prioritise workload with minimal supervision.
- Computer literate, with knowledge of PC based office management systems.
- Ability to take responsibility for own learning and continuous improvement.
- Ability to represent Rural Stirling Group (RSG) in a positive, professional and effective manner to our Customers.

Person Specification

Our Customer Services Assistant must demonstrate the behaviours and competencies identified below:-

Experience

Essential

- Experience of succeeding in a role with a wide range of tasks and responsibilities.
- Experience of working in a customer focused environment.
- Excellent customer care and communication skills; demonstrable enthusiasm and commitment to work with customers, in writing, face to face and on the telephone.
- Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members.
- Excellent ICT skills, including use of Microsoft Office & EXCEL applications, ability to prepare emails, letters, and present data in a readable format.
- Previous experience of putting the customer first.
- Able to organise own workload to meet deadlines but also able to ask for support when necessary.
- Ability to maintain confidentiality when handling personal and sensitive information.

Desirable

- Experience of actively working to support staff and deliver first class services.
- Experience of team working in a busy office environment and/or administration services.
- Experience of complaints handling.
- Previous relevant experience in a customer-focused environment working as part of a larger team.
- An understanding of the role of Registered Social Landlords and the social housing sector.
- Previous experience of working in a Housing or Maintenance environment.
- Previous knowledge of SDM Housing management software.
- High standards of literacy, with fastidious attention to detail.
- Ability to understand procedures and policies and the ability to communicate these confidently with others.
- Ability to exercise good judgement based on information from a range of sources.
- An awareness of the Health and Safety requirements in a repairs and maintenance environment.

Qualifications

Essential

Educated to Higher level in a minimum of 2 subjects one of which must be English.

Other

Desirable

- Driving and access to own car is a desirable requirement of the post.
- Occasional evening and weekend work may be a requirement of the post.

Job Outputs

Role output	Includes the requirement to:
Customer Services	<ul style="list-style-type: none"> • Manage the dedicated repairs telephone helpline and dealing effectively with property related enquiries and requests for service. • Receive tenant requests for repairs, diagnose the necessary action and instruct works or consult colleagues as required to ensure delivery of repair services on a right first time basis. • Monitor repair completion dates, liaising with contractors as required, to help achieve high standards of response through clear, prompt communications with all parties. • Provide first class customer service at all times to ensure that targets are met and repairs are processed in a manner that pleases customers and ensures high satisfaction rates. • Handling, recording and dealing with front line customer complaints, and redirecting more complex complaints to the relevant staff members and monitoring responses to meet target timescales. • Promote and foster a professional, ethical, friendly and efficient team culture and working environment. • Consistently maintain a high level of confidentiality and discretion with all information relating to the business. • Promote and foster professional relationships with our external contractors to ensure good service.
Finance and Corporate Services	<ul style="list-style-type: none"> • Arithmetical checking, logging and processing of Contractor's invoices prior to authorisation by managers. • Provide general backup administrative support if required etc.

Housing & Property Services	<ul style="list-style-type: none"> • Provide first class administrative support to the Property Services Team to ensure the ongoing provision of the Association's property asset, repairs management and newbuild development services. • To support delivery of the asset management service, including duties, across all functions of Asset management; Planned and Cyclical maintenance, responsive repairs, void property repairs, gas servicing and new build development. • General administration e.g. filing, word processing and excel data input. • Liaising with contractors and tenants to support the Property Services team e.g. correspondence, tenant satisfaction survey administration, communicating between tenants, contractors, consultants and RSHA staff. • Support the Property Services Co-ordinator in meetings (e.g. minute taking) and contribute to written reports as required. • Take feedback from customers, identify and contribute to service improvements in the Property Services team and across the organisation. • Provide admin support to the Property Services Officer and Director of Housing & Property Services if required. • Provide admin support to Housing and Property colleagues when the Association is communicating with tenants over all forms of building maintenance projects, including the assistance with tenant satisfaction surveys and rechargeable repairs. • Support Property Services staff in the gathering, collation and accurate entry of stock data in SDM and any associated analytical etc. spreadsheets and reporting in relation to life cycle costings and planned/cyclical maintenance programmes. • Maintain the register of Contractor's insurance certificates. • Provide backup cover/support to the Customer Services Assistant (Housing) during busy periods and planned annual leave etc. This will mainly involve front of house reception duties, processing of incoming and outgoing mail and processing of housing applications.
Other	<ul style="list-style-type: none"> • Such other relevant duties as may be determined from time to time.
Interdependencies	
<ul style="list-style-type: none"> • Tenants and other customers. • Colleagues. • RSG Group Board and Committee. • Partner Agencies. • External Contractors. • External Consultants. 	