

November 2024

Appointment of Customer Services Assistant



Dear Applicant

We are delighted that you are interested in applying for this key role within our Customer Services team at Osprey Housing.

One of our four strategic ambitions is to be a 'Great Place to Work'. We have an excellent team delivering high performance and quality services to our tenants. We are an organisation that delivers all aspects of the business with our core values in mind, prioritising a person centric approach - as both a landlord and an employer.

We have travelled a long way since our establishment in 1999 and we now have approximately 1800 homes in ownership. We have an investment programme and growth strategy to continue to improve our existing homes alongside delivering more new homes. This role plays an important part in working toward achieving our ambitions.

We recognise that affordability and value for money is key for our tenants and have, over recent years, worked hard at managing our resources to limit rent increases effectively and successfully. We prioritise tenancy support and sustainment, this is encompassed across all our teams with a tenant first approach.

Housing demand continues to be high in the north-east and Osprey are committed to providing more homes as part of our growth strategy – creating new homes that are in the right place, for the right price and to the right standard. Our development programme is focused on creating sustainable communities - delivering homes that tenants can be proud of, that are fit for the future and align with our current stock portfolio.

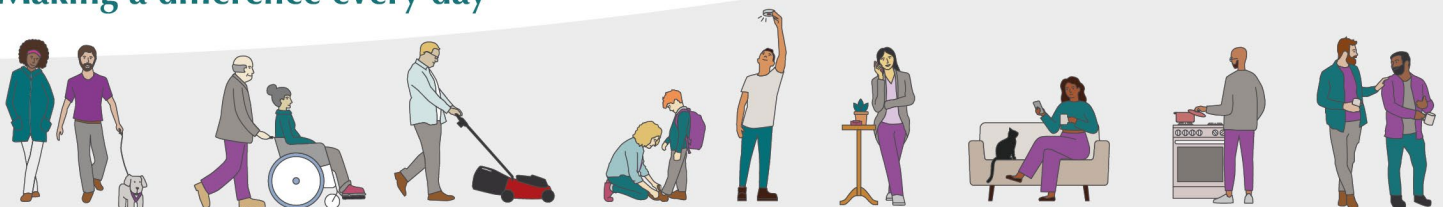
We are committed to our strategic direction with our clear vision, ambitions and core values set out in our Strategic Business Plan a copy of which is available on our website <https://www.ospreyhousing.org.uk>. The Plan, which was developed with the full engagement of our team including the Board, staff team and OTRA, is both forward thinking and ambitious.

I look forward to meeting you, should you be successful in your application.



Stacy Angus
Chief Executive

Making a difference every day





Job Description

Job Title:	Customer Services Assistant
Department:	Corporate Services
Location:	Westhill/Home Working
Reports to:	Director of Corporate Services

Role Purpose

Write a short description of the role below:

The job holder is responsible for:

Providing first point of contact for tenants and visitors via telephone and office reception and providing administrative assistance and support to the Housing and Asset Management teams to ensure that Osprey Housing can provide the best possible service to our tenants.

The Customer Services Assistant takes responsibility for operating agreed procedures in processing repairs/alteration, arrears, anti-social behaviour, provide statistical information, filing and general administrative duties.

Areas of Responsibility

Financial:	N/A
Direct Reports:	N/A
Resources:	N/A
Operating Environment:	Office/Home based. First point of contact for phone, email, social media and in person which on occasions includes dealing with hostile customers.

Accountabilities

1.	Provide excellent front line customer service to all tenants, clients and service users making contact with Osprey
2.	Deal with and take action on relevant issues following contact by customers in accordance with the agreed procedures, including taking rent payments, setting up Direct Debits, ordering AllPay cards, dealing with Housing Benefit and Universal Credit, tenants' alteration requests, and anti-social behaviour



Job Description

3.	Establish and maintain tenant, and property files in accordance with agreed procedures
4.	Support the Housing and Asset Management Teams in the carrying out of their duties. Prepare and send out mail merges as and when required
5.	Distribute incoming mail, email, website, and social media enquiries, ensuring it is passed on to the appropriate Team member within agreed timescale. Process outgoing mail
6.	Liaise with the appropriate Team member in dealing with all complaints received, and ensure that they are dealt with according to agreed procedure
7.	Liaise with the Tenancy Sustainment Coordinator and collate and process court paperwork and invoices
8.	Receive visitors to the office, organise hospitality when required, and deal courteously with those who arrive without an appointment
9.	Enter all new tenancies onto the IT system, ensuring all payments made are processed, and relevant forms passed on to the Council within the agreed timeframes
10.	Liaise with contractors over repairs, servicing, and updates by telephone, letter, and email
11.	Liaise with Council departments over nominations, transfers, and benefit queries by telephone, letter, and email.
12.	Deal with telephone enquiries relating to These Homes
13.	Prepare sign up packs for new tenants
14.	Agree value and process refund request forms
15.	Take and log receipt of keys in accordance with agreed procedure

Professional and Behavioural Skills, Educational Requirements

Professional Skills

Professional skills are experiences within certain fields of work eg technical expertise required for the role; demonstrate the level of problem solving and know how required

Essential:	<ul style="list-style-type: none"> • Relevant experience in busy office environment • Relevant experience in delivering excellent customer service • Excellent IT skills, including experience of using Word & Excel • Excellent communication skills, both verbal and written • Exceptional telephone skills • Good organisational skills and the ability to prioritise workload • Ability to work in busy, high pressured environment • Good computer skills and ability to use office equipment such as printers and photocopiers
Desirable:	<ul style="list-style-type: none"> • Experience within a Housing environment



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Behavioural Skills	
Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership	
Essential:	<ul style="list-style-type: none"> • Outgoing and confident with a pleasant personality and enjoy dealing with the public • Calm under pressure at stressful times • Courteous, but firm, when dealing with difficult, impatient or distressed people • Efficient and well organised and be able to work on own initiative • Conscientious • High level of commitment to customer care • Flexible approach to work • Ability to work with others and understand the benefits of team working
Desirable:	
Education Requirements	
Essential:	<ul style="list-style-type: none"> • Good standard of educational attainment including pass at Standard Grade/SVQ or equivalent in English
Desirable:	

Signatures		Date
Postholder(s)		
Manager		



OSPREY HOUSING STAFF STRUCTURE – November 2024

