



Role Profile

March 2018

Job Title:	Admin Officer - Customer Services
Department / Location:	Customer Services, Wembley & Hertford
Role Purpose:	<ul style="list-style-type: none">• To support the effective working of Network Homes Customer Services through administrative support• To provide a responsive customer focused service to all customers who come into reception, meeting performance targets and customer satisfaction in accordance with the Network Homes policies and procedures

Key Responsibilities and Accountabilities

1. Act as ambassador for Network Homes by creating a welcoming atmosphere to customers and corporate visitors to the organisation.
2. Provide administrative support to various teams in the Customer Services Directorate such to include but not limited to administering:
 - Data entry of 'sign ups'
 - garage lettings and rent letters
 - fobs and door key administration
 - car park permits,
 - congestion charges,
 - patch lists,
 - process orders and invoices
 - taking minutes at meetings
3. Deal with customers face to face and diffuse situations in a professional manner, providing reception cover as appropriate in relation to your area of work. Provide phone and email cover for team colleagues as required
4. Manage requests and queries from stakeholders, liaising with residents, staff, contractors and private sector landlords as necessary
5. Monitor contractor performance against targets and provide status update reports through partnering meetings and managing the no access process for contractors as necessary
6. Liaise with Group Complaints Team and where required log, assign and report on MP Enquiries and Environmental Health Notices
7. Create spreadsheets and run standard reports to an agreed timetable, producing reports using applications i.e. CRM, EDM and Northgate
8. Produce accurate and well presented documents, including letters, reports and emails using in House Style to high levels of accuracy and within agreed turnaround times
9. Contributing to the development, maintenance and monitoring of systems, registers, records and databases for the storage and retrieval of data relating to servicing contracts
10. Liaise with courts for court dates and with landlords and residents, attending court as necessary
11. Manage and update the team mailboxes on a daily basis, ensuring that email enquiries are disseminated in a timely fashion. Provide phone cover for the team as required.
12. Create and maintain the filing systems, in accordance with the functions in your particular area, ensuring filing systems are structured, accurate and secure
13. Provide support to the team in the smooth running of the office, facilitate meeting rooms and resources bookings
14. Support communication with customers and other stakeholders, ensuring relevant information and forms are kept up to date and the website and intranet is updated as necessary.

Standard Responsibilities

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

- A good standard of education commensurate to the level of the job and the knowledge and skills required below

Knowledge and Skills required

- Excellent written and verbal communication skills and appropriate for the audience
- A well organised and experienced administrator who is proactive, confident and pays attention to details.
- Ability to work as a part of team and use own initiative
- Excellent IT skills in, Outlook, Word, Excel, PowerPoint, including the use of following system (P2P, CRM, EDM) and Northgate.

Experience required

- Minimum of one year administrative experience
- Proven experience of working with internal and external stakeholders, engage in negotiations and consultation with the aims of reaching and agreement on issues
- Experience of working with and providing secretarial and administrative support to senior managers

Additional Information

- External Visitors – meet and greet
- Director, Managers, Secretarial and administrative support
- Working within Customer Services Directorate and supporting team colleagues as required

Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference