

Job Description: Modern Apprentice (Customer Services)

Grade and Salary	EVH Grade 2 (£19,891) (Fixed term contract - 2 years)
Responsible to:	Technical Director / Housing Services Director
Reporting to:	Technical Manager / Housing Services Manager
Responsible for the following staff:	None

1. General Aims

- 1.1 To ensure that Glen Oaks Housing Association meets its adopted Corporate Standards to the highest degree possible.
- 1.2 Provide a courteous and responsive service to tenants, factored and sharing owners of the Association, and all others who contact the Association.
- 1.3 Ensure that the Association's housing services and repairs and maintenance responsibilities are met to the highest possible standard.
- 1.2 To ensure that the specific job requirements as detailed in the job description are carried out to the highest possible standard at all times.

2. Specific Tasks - Reception

- 2.1 Welcome visitors to the Association's office, either in person or on the telephone.
- 2.2 Answer enquiries from visitors, or refer them to the appropriate team or member of staff.
- 3.3 Ensure that the reception area is kept clean and tidy at all times.
- 3.4 Open and distribute external mail to the relevant departments.
- 3.5 Order stationery and other office supplies as required.

3. Specific Tasks - Housing Services

- 3.1 Assist with the processing of housing applications and the issue of standard letters.
- 3.2 Arrange appointments for tenants, contractors and staff in relation to welfare rights and housing options.
- 3.3 Provide administrative and general support to the Housing Services team.
- 3.4 Assist with the preparation of tenancy agreements and relevant documentation.
- 3.5 Provide general housing information and advice.
- 3.6 Encourage tenants to take out house contents insurance.
- 3.7 Provide administrative and general support to the Housing Services team.

4. Specific Tasks - Repairs

- 4.1 Log repairs reported by tenants and other customers on the Association's Capita IT system.
- 4.2 Deal with, and record, day-to-day enquiries from tenants and other customers regarding repairs, and take the appropriate follow-up action.
- 4.3 Liaise as required with contractors and tenants regarding access, appointments and follow-up works.
- 4.4 Issue pre and post inspections.
- 4.5 Log job completions.
- 4.6 Provide administrative and general support to the Technical team.

5. Specific Tasks - Voids

- 5.1 Deal with, and record, day-to-day enquiries from colleagues, tenants and other customers regarding pre-void inspections, appointments and re-let dates.
- 5.4 Prepare new tenant welcome pack.

6. Complaints

- 6.1 Receive and record all complaints on the Capita IT system in line with the Association's policies and procedures.
- 6.2 Process Stage 1 complaints to completion, including recording any supporting evidence and communicating with customers and colleagues as required.
- 6.3 Feedback any service improvements or learning points to the relevant department.
- 6.4 Assist in collating evidence to Manager or Director to allow Stage 2 complaints and any Ombudsman appeals to be actioned.

7. Other Duties

- 7.1 Liaise with other staff in order to provide cover for the customer services function at reception during office opening hours.
- 5.5 Record all required paperwork on the Association's INVU document management system.
- 7.2 Ensure that the Association's files and records are kept in accordance with the General Data Protection Regulation (GDPR).

10. Health and Safety

- 10.1 Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- 10.2 Comply with safe working practices as defined by Glen Oaks Housing Association.
- 10.3 Complete health and safety training as and when required.
- 10.4 Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- 10.5 Report any accidents, incidents or near misses as soon as is reasonably practicable.

11. General

- 11.1 Ensure the values of the Association are reflected in your work and that all services provided are delivered in line with our Vision, Mission and Values.
- 11.2 Recognise and respect the diversity of internal and external customers and provide the appropriate assistance, in line with the Association's Equality, Diversity & Inclusion policy.
- 11.3 Be aware of, and adhere to, Glen Oaks Housing Association's policies and procedures at all times.
- 11.4 Ensure compliance with all regulatory, statutory and legal requirements.
- 11.5 Take part in performance reviews throughout the year.
- 11.6 Attend training courses and complete online training modules as required to meet the requirements of the post.
- 11.7 Take responsibility for own personal development, seeking out opportunities to learn new skills.
- 11.8 Build and maintain effective working relationships with other departments within Glen Oaks Housing Association.
- 11.9 This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's department, and the organisation as a whole, to fulfill its objectives.