

JOB DESCRIPTION

Job title: Corporate Services Coordinator

Reports to: Corporate Services Director

Line Management: NIL

Job Summary

Complaints Coordinator:

Be the subject matter expert on the complaints handling process and act as the focal point for the receipt, coordination and resolutions

Interact with stakeholders and tenants by telephone and email acknowledging complaints

Draft high level (and occasionally complex) letters for the Corporate Services Director

Liaise with relevant Departments and members of staff to investigate tenant complaints

Maintain and update the CX System (and other relevant documents/systems) on complaint case progress

Coordinate complaint compensation payments with Finance and the Income team

HR Coordinator:

Coordinate recruitment and hiring process

Assist with virtual and onsite inductions for all new starters

Liaise with recruitment agencies and hiring managers for recruitment requirements

Provide HR admin support through note taking, updating structure chart and staff contact list

Maintain personnel-related data (leavers, new starters, changes to employee details) on HRIS system, personnel files and external benefits providers

Coordinate training sessions and seminars

Data Protection Coordinator:

Coordinate the collection and administration of Data Access Requests and Accident Records

Submit Data Protection breaches to ICO and liaise with Communications and Fundraising Manager on potential threats.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications/Education/Experience		
Degree educated		X
At least 2 years relevant housing lettings or housing customer services experience		X
Knowledge, Skills & Experience		
Excellent administration and organisation skills.	X	
Excellent communicator, both verbal and written, with people at all levels and from a range of backgrounds, and sometimes in distressing circumstances.	X	
Knowledge of Data Protection Act and GDPR		X
Proficient using Office 365 packages, housing databases and RDS software.	X	
Ability to manage a high volume workload and prioritise tasks effectively.	X	
Ability to gather data and generate conclusions to reveal important facts	X	
Personal Qualities		
Flexible, empathetic and innovative using best practice from other sectors	X	
Knowledge and experience of the issues facing HM Ex-Armed Forces and their families		X
Self-motivated, unafraid to challenge and be challenged, lives organisational values	X	
Current and valid driving licence and car user		X
A problem solver, with clear evidence of a proactive, collaborative & agile mindset		X
Clear identification with charitable purpose and tireless working for beneficiaries		X