

JOB DESCRIPTION

Job title: Support Hub Officer
Reports to: Support Hub Manager
Line Management: None

Job summary

- Receive and respond to property maintenance requests (phone, emails and CRM) as well as raise and follow up orders, deal with all property maintenance enquiries and raise pre- and post-inspections.
- Ensure that the Trust repairs service is customer focussed and the tenants are kept informed at all stages of the maintenance activity.
- Provide clerical and administrative support to other members/teams of the Property Services Department.
- Ensure that data (i.e. asset, budgetary and performance related data) is accurately recorded and reported, and that corrective action is initiated in areas of own responsibility.
- Assist in relation to all property maintenance activities to achieve compliance with all the relevant H&S and Building Safety regulations.
- Ensure that Compliance data/information are regularly audited and kept up to date and entered onto the relevant IT system.
- Provide support in processing invoices as required.
- To record and process all incoming and outgoing electronic and paper correspondence (external and internal).
- Carry out and record customer satisfaction surveys.
- Work collaboratively with internal and external stakeholders to ensure delivering high standard services.
- Carry out initial investigation and wherever possible resolve complaints before they escalate further.
- Undertake any other duties commensurate with the salary of the role.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications / Education		
Minimum of five years' experience in a similar role		X
IT literate in Microsoft Office and Outlook	X	
Knowledge, Skills & Experience		
Excellent time management and organisation skills	X	
Experience in managing complaint and challenging situations	X	
Customer focused, good communicator with excellent problem solving skills	X	
Evidence of delivering value for money		X
Evidence of managing risk efficiently and understanding how to manage the Trust priorities based on risk.	X	
Proven knowledge and experience in diagnosing day to day repair requests	X	
Experience in dealing with tenants and contractors	X	
Personal Qualities		
Dynamic, flexible and innovative, leads change using best practice from other sectors	X	
Team player who works efficiently with other stakeholders	X	
Self-motivated, unafraid to challenge and be challenged, lives organisational values	X	
Able to build relationships, trust & credibility with diverse audiences	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