

**JOB DESCRIPTION****Job title:** PSD Support Hub Officer**Reports to:** PSD Support Hub Manager**Line Management:** None**Job summary**

Receive and respond to property maintenance requests (phone & emails) 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.

Carry out customer liaison in relation to planned and cyclical maintenance programme.

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.

This is a partially home based, partially office based position

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**Person Specification**

	ESSENTIAL	DESIRABLE
<b>Qualifications / Education</b>		
Minimum of five years' experience in a similar role		X
IT literate in Microsoft Office and Outlook	X	
<b>Knowledge, Skills &amp; Experience</b>		
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	
<b>Personal Qualities</b>		
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