

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) 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.

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