

JOB DESCRIPTION

Job title: Support Hub Officer **Reports to:** Support Hub Manager

Contract Type & Hours: FTC 12 months 35 hours

Role Summary

The Support Hub Officer is a key member of the Support Hub team, acting as the first point of contact for tenants reporting repairs and housing maintenance issues. The role is responsible for delivering a responsive, professional and customer-focused service, ensuring that repair requests are accurately recorded, work orders are raised promptly, and jobs are actively managed through to completion.

Working closely with colleagues, contractors and internal teams, the Support Hub Officer ensures that tenants are kept informed throughout the repairs process and that issues are resolved efficiently. The role requires strong communication, organisational and problem-solving skills to coordinate repair requests, monitor progress and follow up where necessary to ensure services are delivered to a high standard.

Support Hub Officers play an important role in providing a positive customer experience, demonstrating the organisation's commitment to its values through respectful interactions, accountability for service delivery and a collaborative approach to resolving tenant concerns. By maintaining accurate records, following established procedures and prioritising tenant needs, the role helps ensure that repairs are managed effectively and that service standards are consistently met.

As part of a busy and supportive team environment, the Support Hub Officer contributes to continuous improvement by identifying opportunities to enhance processes, share knowledge with colleagues and support a culture that reflects the organisation's commitment to quality service, teamwork and integrity in everything it does.

Key Role Outputs

- Carry out duties with Haig's values at the heart of everything we do.
- Carry out all necessary administration tasks associated with raising and managing work orders through the management systems (CX/P2P) and in line with the approval limits of the role.
- Run regular reports to manage and drive down the number of open orders to mitigate complaints and improve the quality-of-service delivery.
- Carry out all duties in a customer focused manner with residents being updated in line with our procedures and policies.
- Be competent in using all third-party portal systems.
- Be Haig's front line in ensuring contractors are meeting their KPI's as set by the order target completion date.
- Provide administrative support to other teams in the property services department in line with our procedures or line management direction.
- 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.
- Follow the correct procedures to ensure that repair activities are carried out in line with the relevant H&S and Building Safety Regulations.
- Ensure that compliance data/information is kept up to date and entered in the relevant IT system in line with our procedures and policies.
- Provide support in processing invoices as required. To record and process all incoming and outgoing correspondence relevant to the role (external and internal).
- Work collaboratively with internal and external stakeholders to ensure delivery of high standard services.
- Carry out and record customer satisfaction surveys, ensure follow on actions are carried out and management updated in line with our procedures.
- Carry out initial investigation and wherever possible resolve complaints/service requests before they escalate further.

JOB DESCRIPTION

- Undertake any other duties as directed by line management within the scope of the Support Hub's function in the business

Person Specification

	Essential	Desirable
Qualifications/Education		
Education Minimum of three years' experience in a similar role		X
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	X	
Ability to accurately input, manage and retrieve data	X	
Awareness and/or ability to follow cyber security and data protection principles	X	
Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	X	
Ability to adapt to new technologies and digital ways of working	X	
Knowledge & Experience		
Experience relevant to the role and service area	X	
Understanding of delivering services in a customer-focused environment	X	
Knowledge of relevant legislation, policies, or good practice related to the role	X	
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of safeguarding, health and safety or compliance frameworks relevant to role	X	
Personal Attributes & Skills		
Strong communication skills (verbal and written)	X	
Ability to work effectively both independently and as part of a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	
Confidence in engaging with a wide range of customers or stakeholders	x	
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	

JOB DESCRIPTION

Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement		X
Effective people management		X
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: • Professionalism, integrity, and accountability • Respect and fairness in all interactions • A positive, solution-focused approach • Willingness to embrace change and new ideas • Commitment to high standards of service delivery	X	

Please note that you will be expected to provide clear evidence of how you meet the above requirements

Additional Information

The postholder must be willing to work flexibly in line with service needs

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: _____ Next review due _____