**Yorkshire Housing Role Profile**

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| **Job title:** | Place Support Officer | **Leader of others:** | n/a |
| **Reports to:** | Team Manager  | **Contract type:** | Agile Homeworking |
| **Business Area** | Customer Success – Place  | **Budget holder?** | n/a |

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| **Job purpose** |
| Working in the heart of our Customer Success team, this is a crucial role providing proactive administrative support to ensure that our customers are supported to receive a truly customer obsessed service by our Place Team.The post holder will provide essential back office support to enable our Place Team to get out and about looking after our places. You’ll support the Customer Experience Centre with advice and help make sure the customer enquiry gets to the right person. As this is a role where you will be a key touchpoint for the business, the post holder will be given all the necessary training on current systems and our expert team will be on hand to guide your personal and technical development throughout. |

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| **Key responsibilities** |
| * Managing a caseload of customer requests including mutual exchanges, reviews, adaptation requests, tenancy changes
* Making sure cases are allocated to the right people to resolve the query
* Supporting Customer Experience centre with queries
* Arranging parking permits and replacement fobs for customers
* Making sure our customers are paid home loss or other payments
* Planning estate inspection
* Supporting the Place Team to make sure health and safety checks are completed.
* Home loss payments/sundry payments
* Desktop tenancy reviews
* Clearly communicating with all team members to provide assistance to ensure the smooth delivery of administration and support
* Assist in the provision of information/data monitoring and reporting
* Provide excellent customer service to all queries or requests for advice, information or assistance by telephone, email, in writing or in person

As you can imagine, the above might not be all you’ll be responsible for in role so you might be asked to take on some other key responsibilities if they’re suitable for your role. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Excellent numeracy, and literacy skills.
* High standard of accuracy.
* Comprehensive IT experience especially in MS products.
* Customer obsessed, you will understand our customers come from a wide variety of diverse backgrounds and have different needs and you will have the ability to adapt and provide excellent customer service.
* Ability to prioritise, manage your own workload and to meet deadlines.
* Proven ability to work methodically, follow agreed procedures and accurately record data and information.
* Able to adapt, being flexible to a changing and varied workload, whilst maintaining high standards of concentration for routine tasks.
* Ability to communicate effectively and network with people, providing clear information and building effective working relationships.
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values.
* Ability to work flexibly in line with Hub, Home and Roam principles. On occasion visiting other Yorkshire Housing sites and various locations across Yorkshire.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **It would be a bonus if you have:** |
| * Experience or knowledge of social housing
* Experience of speaking to customers in a customer service environment
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |