

## **Role Profile – Manningham Housing Association Customer Services Assistant**

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| Responsible to :        | Senior Customer Services Officer |
| Responsible for :       | No staff                         |
| Budget responsibility : | No budget                        |

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### **Job Purpose**

To provide a high quality administrative service and to support the Customer Services Officers in delivering a first class service to the customers at the point of contact.

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### **Key Deliverable and Outcomes**

1. Provide an efficient and effective administrative service within the customer services office to enable the function to operate effectively, providing a high quality customer focused service.
2. Maintain and update computerised and manual systems relating to customers to ensure that information is accurate and kept up to date. This will include assisting other members of the customer services team in keeping records and databases up to date.
3. As required support the Customer Services Officers in providing an excellent service for customers at the first point of contact (whether in person, by phone, e-mail or other means).
4. To meet targets within agreed KPI performance measures.
5. Assist the Customer Services Officer in dealing with and resolving any customer complaints as they arise in an efficient and effective manner.
6. Assist with diagnosing repair problems and determining appropriate actions in accordance with agreed standards and policies, and processing requests for maintenance services from customers, staff and contractors of the Association.
7. Assist with the administration and control of MHA's online Choice Base Lettings system, checking and validating applications on a daily basis.
8. Working with the Neighbourhood team to assist them with the sign-up process, general administrative support and dealing with neighbourhood queries at first point of contact.
9. To continually seek to improve the quality of services to customers. This includes promoting the customer portal and assisting customer with using it.
10. Contribute positively to the implementation of performance management.
11. To carry out any other duties that may be reasonably requested.
12. The post-holder's duties must at all times be carried out in compliance with legislative requirements such as health and safety and all of the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
13. It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality),

religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

## **Person Specification** (all areas are essential unless otherwise specified)

### **Qualifications**

Good level of general education to GCSE or NVQ 2 in Customer Services or equivalent experience

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### **Experience**

Experience of working in a customer service centre or similar environment (Desirable)

Experience of undertaking administrative tasks

Understanding and appreciation of a Customer First approach

Experience of providing advice and assistance to customers (Desirable)

Experience of dealing with demanding customers (Desirable)

Experience of developing new initiatives from inception to completion (Desirable)

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### **Practical & Intellectual Skills**

Ability to speak fluently a community language spoken in Bradford from amongst the most common South Asian languages (Bengali, Hindi, Punjabi, Urdu) (Desirable)

Ability to remain courteous when dealing with upset or angry customers

Tactful and Diplomatic when under pressure

Good communication and interpersonal skills

Recognises the diverse needs of customers

Flexible team focused approach to work

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### **Personal Qualities**

Understanding of and ability to demonstrate the vision and values of Manningham HA

Able to demonstrate diplomacy skills

Able to use IT software relevant to the job role i.e. MS Office

Ability to make sound judgments on the information available

Can do attitude to work

Energetic personality with a high degree of personal drive and integrity, but with the sensitivity to retain the support of others

Confident and effective decision maker

Able to demonstrate high standards of personal resilience and integrity

Able to work under pressure and deliver results to tight deadlines

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### **Development**

Willing to develop own skills and evidence of personal development

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**The Associations 'Expectation of our Colleagues' apply to this role**