

Estate Support Officer

Level:	Grade 4
Team:	Estates Management
Reports to:	Tenancy Management Officer

About the Job

- Provide management and administrative support to the estate management team.
- Act as first point of contact for the Estate Officers and co-ordinate an appropriate response to a range of housing and other Vico Homes enquiries, with an emphasis on resolving problems as a first point of contact.
- Speak to customers about their tenancies over the telephone and deal with queries.

You'll be trusted to

- Be fully aware of appropriate legislation and statutory requirements and comply with organisational policies and procedures.
 - Ensure that all work is compliant with Vico Home's approach to equal opportunities, data protection, human rights and confidentiality.
 - Assist in the delivery of a comprehensive customer focused service for all service users. This will be through inbound and outbound telephone calls, managing queries logged using our customer management systems and email.
 - Always promote the Estates Service in a manner consistent with the customer charter, local offer and other service standards.
 - Be responsible for updating action taken by Estate Officers.
 - Ensure that performance is achieved in line with agreed targets and timescales.
 - Maintain appropriate records, databases and workflow processes in relation , income management to tenancy management queries, annual garden and estate-based surveys, fire safety inspections, tenancy transfers, garages and any other work carried out by estate officers.
 - Act as the customer representative and take appropriate action in respect of customer enquiries not related to direct service provision.
 - Deal appropriately with complaints relating to the service in accordance with the complaints procedure and assist in the investigation of complaints and the development of an appropriate response.
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- Contribute to the development of links and partnerships with external agencies.
 - Contribute to the development of the Estates Service by making recommendations for

improvements to procedures and processes.

- Be an effective team member and contribute to the smooth running of the management office.
- Undertake any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with:

Internal: All colleagues within Vico Homes.

External: All outside agencies as appropriate. Members of the public and customers.
Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
Able to work effectively in a highly pressurised environment and meet deadlines and targets	✓		AF/I
An ability to organise own work and to meet deadlines	✓		AF/I
The ability to solve problems efficiently using your own initiative	✓		AF/I
The ability to apply thought and attention to detail	✓		AF/I
Administration experience	✓		AF/I
Clear written and verbal skills	✓		AF/I
An understanding of the principles of customer care	✓		AF/I
IT literate, skilled at using PC data based systems	✓		AF/I
The ability to examine/interpret and record information effectively	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications	✓		AF/I
Experience of delivering customer focused services	✓		AF/I
Effective communication and negotiation skills	✓		AF/I
Committed to promoting choice and high standards of customer service	✓		AF/I
An ability to work as a member of a small team	✓		AF/I
An ability to effectively communicate with others in a way which is easily understood	✓		AF/I
A willingness to undertake necessary training	✓		AF/I
Good listening skills	✓		AF/I
Assertiveness skills	✓		AF/I
Good analytical and interpretation skills		✓	AF/I
An understanding of the Customer Charter		✓	AF/I
A basic knowledge of housing, preferably involving estate and tenancy management		✓	AF/I
The post holder may be required to work outside normal office hours as and when required.		✓	I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ –Certificate of Qualification