

ISLINGTON & SHOREDITCH HOUSING ASSOCIATION

JOB DESCRIPTION

1. **TITLE OF POST** **SERVICE DELIVERY OFFICER**
2. **SECTION/DEPARTMENT** OPERATION
3. **TO WHOM IMMEDIATELY RESPONSIBLE** Service Delivery Manager
4. **FOR WHOM IMMEDIATELY RESPONSIBLE** N/A
5. **JOB PURPOSE**

The Service Delivery team is the hub of communication for ISHA and the first point of contact for our residents.

- To deliver a high quality customer focused frontline service to all internal and external customers which meets ISHA customer service standards and service level agreements.
- To champion, respond to and resolve within specified timescales and in a polite, friendly and professional manner in accordance with the Association's service standards, a wide range of queries by telephone, letter, email or face to face.
- To operate and administer on a day-to-day basis the 'repairs help-desk' by responding to calls from customers, ensuring that orders are raised, completed, varied and coded in accordance with ISHA procedures.

6. **JOB TASKS:** As per the attached list.

7. **HOURS OF WORK**

17.5 Hours per week. 1.30 p.m. – 5 00 p.m., Monday to Friday. Some work outside normal office hours may be necessary on occasions and time off in lieu may be taken by arrangement.

8 **SALARY**

Points 24 - 28 of NJC Scale (£24,156 to £27,009) pro rata for a 17.5 hour week.

9. **HOLIDAY**

1-4 year's service: 29 days per annum
5+ year's service: 31 days

(The office is normally closed between Christmas and New Year and staff will need to use approximately 3 days from their leave entitlement to cover the working days during that period.)

ISLINGTON AND SHOREDITCH HOUSING ASSOCIATION LTD

DETAILS OF TASKS

SERVICE DELIVERY OFFICER

Details of tasks as at 1st December 2009 are as follows:

Note that these task details do not form part of the job description, nor of any Contract of Employment, and may be altered at the suggestion of yourself or your Manager from time to time, after discussion, provided that the alterations do not fundamentally alter the job as set out in the job description.

CUSTOMER SERVICE

- To provide a high quality customer-focused service ensuring service delivery is excellent and consistent with target response times.
- To provide a positive image of ISHA and welcome customer feedback to the association, from Residents, contractors and staff, learning from it and acting on it.
- To meet customer service standards and to continuously seek to improve cost-effective quality and efficiency that increase customer satisfaction.
- To deal effectively with informal complaints.
- To ensure that the service delivery centre is operational punctually between 9 am and 5 pm and is kept neat and tidy at all times as well as the interview rooms.
- To provide an efficient post service for both incoming and outgoing mail and circulate faxes and magazines as appropriate.

REPAIR SERVICE

- To diagnose repairs effectively and ensure that accurate information is input on to the repairs database including up to date contact information for residents.
- To provide accurate information and resident contact numbers to contractors (internal and external) to enable contractors to complete the work ordered.
- To provide information in relation to residents' complaints.
- To input and update the computerised repair service including checking repair and defect requests, raising orders, printing orders, and tenants letters and inputting completion details.
- To identify repair orders where no invoicing/completion details have been returned and follow up as required.
- To order parts and supplies for Estate Officers and direct labour staff ensuring appropriate records are kept.

- To make appointments with tenants for annual gas safety checks and repairs as per agreed procedures with Contractors and Gas team.
- To co-ordinate the voids process whilst a property is in Allocations taking overall responsibility for ensuring turnaround targets are met. This will include updating computerised systems and ensuring on completion the property is passed over to Housing
- To process insurance claims for repair work as required.

INFORMATION MANAGEMENT

- To input accurate information, keep residents data records up to date and maintain the computerised database.
- To produce standard and non standard reports.
- To maintain accurate stock condition information and property and contractor files up to date.
- To make best use of the IT system to achieve the required targets and standards.

FINANCE

- To process invoices within procedures and timescales.

ADMINISTRATIVE DUTIES

- To maintain departmental procedures and keeping them up to date.
- To update ISHA telephone extension list and circulating whenever necessary.
- To carry out filing, collation of papers, photocopying, mailing of documents and any other such administrative tasks as may be required.
- Attend and minute when required at meetings.

OTHER DUTIES

- To carry out any other duties consistent with the above as may be appropriate.
- To be willing to learn new systems and services as required and attend internal and external training courses and to report back as necessary.
- To network and develop relationships with other staff at ISHA to resolve work problems, complaints and other issues in a positive and pro-active way.
- To treat all information acquired through employment, both formally and informally, in strict confidence.

DIVERSITY AND EQUAL OPPORTUNITIES

- To promote equality of opportunity in all aspects of the job and provide a service in line with ISHA's equal opportunities policy and diversity strategy.

PERSON SPECIFICATION
SERVICE DELIVERY OFFICER

JOB SKILLS AND KNOWLEDGE

| ESSENTIAL | DESIRABLE |
|--|--|
| Proven experience of delivering high quality customer care | |
| Excellent written and verbal communication skills on the telephone and face to face | |
| Proven ability to remain calm under pressure and deal effectively with difficult customers | |
| Ability to solve problems & resolve disputes | |
| Experience in dealing with repair calls | |
| Knowledge of building maintenance and repairs | |
| Proven experience of using own initiative to achieve results | |
| Ability to prioritise and experience of meeting targets and delivering outcomes | |
| Good numeric skills | |
| Excellent computer skills (MS Office Package) | Knowledge of Universal Housing would be advantageous |

EDUCATION/QUALIFICATIONS

| <u>ESSENTIAL</u> | <u>DESIRABLE</u> |
|---|--|
| GCSE/O level or equivalent, Maths and English essential | City & Guilds in Repairs and Maintenance |

OTHER ATTRIBUTES

| <u>ESSENTIAL</u> | <u>DESIRABLE</u> |
|--|------------------|
| Personable, helpful and courteous manner when dealing with customers | |
| Understanding and commitment to Diversity and Equal Opportunities | |
| Able to work flexibly as the work demands | |
| Ability to prioritise and work to tight deadlines | |
| Effective team working | |