

Operational Support Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

Purpose of your role

Reporting to an Operational Support Team Manager, you'll deliver high quality support services for the Operations Directorate.

You will provide administrative support services that are efficient, customer centred, collaborative and positively support our wider teams.

The location

You'll be based at one of our main offices, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Deliver high quality, intuitive, customer centred support for the Operations directorates and key stakeholders.
- Provide a customer-focused responsive service maximising early resolution of issues, before leading to complaint. Minimising further problems and always keeping customers updated. Provide effective information and advice to enable teams to resolve complaints effectively.
- Effectively record, maintain, and improve the data quality and storage of customer contact, essential information, and tenancy documents.
- Deliver a consistent service for several processes including parking permit processing, garage letting and key & fob distribution.
- Process purchase order requests effectively and in compliance with company procedures and time expectations.
- Deliver an efficient mail merge and postal service, making effective use of technology over manual process.
- Provide administrative support for tenancy amendment processes and housing management functions.
- Assist with financial transactions in conjunction with validating information required for benefit applications and to assist in the identification of fraud.
- Ensure strong, flexible, and collaborative working relationships with departments across the business.
- Ensure services meet or exceed customer expectations, particularly in terms of quality and timeliness, and are in line with service standards, procedures, and our customer offer.

What you'll need:

- A proven track record of delivering a successful customer-focussed service.
- An excellent understanding of process
- Excellent administrative and numerical skills
- Good communication skills (written and oral)
- Excellent customer service skills
- Strong desire to support other teams and delivering a one team approach.
- Strong organisational skills
- Ability to manage change effectively, understanding the needs and benefits for change and playing an active role in delivering successful change.
- Patience, tolerance, and resilience
- Good listener with the ability to effectively apply the knowledge gained.
- Strong belief in customer satisfaction and business benefit driven solutions.

LT Directorate:	Customer Transactions
Location/ Regions covered by this role:	
Direct reports	
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