

Job title: Business Support Officer

Line manager:

Peter Marshall

Grade (if applicable):

Direct reports:



Role purpose:

To provide effective first time resolutions to customer enquiries, referring more complex enquiries to the Customer Services housing teams as necessary and provide team support and administration as required.

Key results:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external.

Our values are: deliver on promises; give respect; be accountable; show kindness.

You will make them a central part of your work at Catalyst.

As a Business Support Officer, you will be reporting to and coached by the Business Support Manager and play a crucial role in the delivery of Catalyst's customer services ambition. You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will work as part of a local team to achieve this and hold others to account for the service they provide to your customers.

Success metrics:

- Provide a responsive customer service by telephone, face to face and in writing to support the delivery of all aspects of estate services, tenancy & leasehold management including carrying out visits to residents' homes and other locations as required.
- Deliver support to the management of local offices by collaborating with the housing teams, Front of House, Health and Safety and Asset Management
- Provide support to customers by being the first point of contact, receiving, acknowledging, resolving and where appropriate face-to-face, telephone and written communication, to ensure safeguarding concerns are identified and referrals made to the Community Safety Team in accordance with the relevant procedures
- Provide estate services and generic housing advice and assistance i.e. basic rent enquiries, general housing advice, permissions, assisting in identifying and raising orders on the system or with contractors and maintain records of these as required, including emergency advice, processing mutual exchange applications and completing court applications for injunctions and warrants.
- Deliver support to the Business Support Manager, Housing and Technical teams in all aspects of support and office teams office administration, including budgets, communications, electronic filing, Health and Safety, equipment, maintenance and cleaning and the procurement of services.
- Process invoices and raise purchase orders accurately to support with the delivery of the budget.
- Assist with the organisation and support of community events and initiatives when necessary.
- Coordinate complaints, lettings, community safety and any other tenancy management activity, including the production of performance information, up-to-date schedules, graphs and tables, in accordance to Catalyst policies and procedures.
- Analyse all information held to ensure it is accurate and up to date including parking, customer data, key logs and all related administration.
- Organise meetings and customer interviews, taking minutes as required and tracking the progress of case reviews for the Customer Services Housing Management Teams ensuring that documents are stored centrally in SharePoint.
- Any other duties commensurate with the level of the post

Version Date:

Signed off by:

About you:

You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Able to prioritise tasks and follow matters through to solution.
- Able to work independently on standard processes, and collaboratively as part of a team, and providing support within a larger section/department across service areas.
- Flexible and co-operative team player, with the ability to interact with colleagues across Catalyst at various levels.
- Able to undertake some external liaison with customers, Board members and external agencies such as Police and Citizens' Advice; making appointments, arranging surgeries, responding to complaints, ensuring the Company's reputation is maintained.
- Able to attend occasional planned evening or weekend meetings.

You will have:

- A strong commitment to the principles of equality, diversity and inclusion.
- Demonstrable experience of working in a customer facing environment.
- Strong communication skills, both verbal and written, with the ability to use computer systems and maintain record systems effectively.
- A strong understanding of the importance of confidentiality, with the ability to approach issues a sensitive, compliant, responsive and transparent way
- Demonstrable experience of applying housing policy and procedures and working with vulnerable residents directly would be desirable.
- Demonstrable knowledge and understanding of the importance of health and safety requirements, a qualification in health and safety would be desirable.