One Vision Housing

# **Job** description

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| **Our Vision:** To provide high quality, affordable homes in thriving communities where people have a sense of pride and place. |
| **Directorate:** Customers and Neighbourhoods |
| **Team:** Neighbourhood Team |
| **Job title:** Customer Service Adviser |
| **Responsible to:** Neighbourhood Team Leader |
| **Responsible for:** n/a |

| **1** | **Job purpose** |
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| 1.1 | To deliver an efficient and effective support service to the Neighbourhood Teams. |
| **2** | **Key objectives** |
| 2.1 | To effectively assist the Neighbourhood Housing Officers to ensure a comprehensive tenancy management service is delivered. |
| 2.2 | To effectively assist the Neighbourhood Housing Officers to progress letting of properties, co-ordinating viewings and sign-ups, creating tenancies, producing sign up paperwork. |
| 2.3 | To deal with any customer enquiries in an efficient and appropriate manner, ensuring service excellence and a right first time approach. |
| 2.4 | To provide administrative support for neighbourhood teams to include, but not exclusive to, gas servicing administration, monitoring provisional voids, ASB administration, Neighbourhood Plan work, Neighbourhood Walkabout follow up work, tenancy visit follow up work and all scanning and filing duties as required. |
| 2.5 | To ensure effective management and lettings of garages. |

| | **General Terms and Conditions** |
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| | To meet appraisal targets and support the delivery and achievement of overall business objectives. |

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| | To develop OVH's commitment to equality and diversity and to promote non discriminatory practices in all aspects of work undertaken. |
| | To adhere with section 7 of the Health and Safety at Work Act to take reasonable care of own health and safety and that of others who may be affected by their acts and omissions. |
| | This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to take into account changes and developments in service requirements. |