

Job Description

Job Title: Customer Services Officer
Department: Community and Children's Services
Grade: B
Location: York Way and Holloway Estates
Responsible to: Resident Services Officer
Responsible for: N/A

Appointed Candidates Signature:

Please sign and date here upon receiving your offer of employment

I confirm I have read the Job Description below:

Full Name:

Signature Date:

Purpose of Post

To provide a high-quality front-line customer service to residents on City of London Corporation housing estates; to organise estate offices and to provide administrative support to the Estate Team.

Main Duties & Responsibilities

1. Address all customer enquires in a helpful, friendly and professional manner. Providing advice and assistance to customers on a wide range of issues at the first point of contact. Referring enquiries to managers or external agencies as necessary and following up enquiries to ensure that the customer receives an accurate and timely response.
2. Maintain a welcoming, attractive reception for visitors during open hours and an efficient, professional working environment for staff at all times. Ensure all contact and service requests are logged on the housing management system (Civica) and allocate to the relevant person / team.
3. Establish, develop and maintain effective working relationships with colleagues, contractors and agencies to ensure that the needs of the customers are met.
4. Ensure property keys are issued and stored appropriately and ensuring this is logged on Civica.
5. Ensure all communal keys / fobs are stored securely and maintain a robust monitoring/auditing system.
6. Process payments for community facilities, parking, fobs, guest flats (where appropriate)
7. Provide assistance on the preparation and distribution of resident communications, i.e. newsletters, leaflets, website and social media

8. Handle correspondence relating to the estate, whether by letter, e-mail or via the CoL website. Manage and distribute incoming correspondence to relevant persons and log on Civica.
9. With assistance from the Resident Services Officer, manage the lettings of sheds on the estate, managing rental income and voids.
10. Respond to complaints politely and promptly in accordance with our complaint handling procedures. Escalate to the appropriate person or team.
11. Carry out administrative and clerical duties, including filing, photocopying, dealing with post, maintaining procedural manuals and taking notes of meetings as necessary.
12. Raise and process invoices for office supplies in accordance with internal procedures.
13. Support resident involvement by assisting the Resident Services Officer in organising and attending meetings and estate events as necessary, assisting in carrying out resident surveys and by promoting all forms of resident involvement.
14. Manage the bookings and deposits for the hire of any community hall and explain the terms of use to anyone who books it.
15. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
16. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
17. Undertake any other duties that may reasonably be requested, appropriate to the grade and on any City of London estate as required.

Person Specification

Job Title: Customer Services Officer

Department: Community and Children's Services

Grade: B

Trent Position number: POS000160

DBS Criterion: Standard DBS

Security Vetting Criterion: No security vetting is required

Politically Restricted Post Criterion: This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application **(A)**, interview **(I)** or test **(T)** as indicated below.

Professional Qualifications / Relevant Education & Training

1. 5 GCSEs, including English and Maths. **(A)**
2. Strong ICT skills, including proficiency in Microsoft Word, Outlook, PowerPoint and Excel. **(A, I, T)**
3. Willingness to work towards a housing qualification. **(A)**

Experience Required

1. Experience of providing excellent customer service to the public through face to face or telephone contact. **(A, I)**
2. Delivering a responsive "front line" service to internal and/or external customers, willingly 'going the extra mile' **(A, I)**
3. Excellent verbal and written communication **(A, I, T)**
4. Experience of managing and prioritising a demanding workload. **(A, I)**
5. Providing advice and guidance to customers. **(A, I)**
6. Creating and managing office processes, i.e. key systems. **(A, I)**
7. Administration skills eg filing, record keeping. **(A, I)**
8. Processing payments and managing financial information. **(A, I)**

Technical Skills & Knowledge

1. Using in-house operating systems i.e. Civica **(A, I)**

Other Relevant Information

1. Need to be flexible regarding working hours and location. **(A, I)**
2. Some experience or knowledge of social housing desirable. **(A, I)**
3. Must be well-presented. **(I)**

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Contract

The position is offered on a permanent basis.

Salary

The salary range for this job is £31,120 - £34,180 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Pension

The pension scheme provided by the City of London is the Local Government Pension Scheme (LGPS). The LGPS is a public sector, statutory, funded, defined benefit pension scheme. Benefits are accrued based upon scheme member's salary and the length of time for which they are a member of the scheme.

You will automatically be admitted to the City of London Corporation's Pension Scheme. Member contributions are based upon the rate of pensionable pay received by the scheme member. Members contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary. Please see here for the [contribution bands](#). There is also an option to join the 50/50 section of the scheme where members pay half the contribution rate and accrue benefits at half the accrual rate.

The current employer contribution rate for the City of London is 21%.

Further details can be found on the national [LGPS website](#) and/or the [City's pension website](#).

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Hours of Work

Normal hours of work are 35 hours per week excluding lunch breaks, **Monday to Friday 8am to 4pm**, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.



Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

1 month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

City Benefits

As an employee of the City Corporation, you have access to exclusive discounts and privileges through a combination of internal offers from our departments and an external service we have subscribed to from Reward Gateway.

Employee Volunteering Programme

The City Corporation, in line with its aims to contribute to a flourishing society, shape outstanding environments and support a thriving economy, offers employees paid special leave time during normal hours to encourage employees to volunteer their time and skills to Volunteer Involving Organisations (VIOs) operating within the Square Mile, London and beyond.

Full-time employees may take up to 2 days or 14 hours per year in which to volunteer, between 1 January and 31 December. For temporary and part time employees these hours are adjusted pro rata. Volunteering time can be taken in smaller bite size e.g. 2 hours a week over 7 weeks, where this can be accommodated by the City Corporation and meets the requirements of the volunteer organisation



Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.