



# ROLE **PROFILE**

**JOB TITLE:** Business Support Advisor

**REPORTING TO:** Business Improvement Manager

**TEAM:** Housing Managed Contract (Housing)

## **JOB OVERVIEW**

Provide a customer focused reception service, carry out housing services and repairs administrative duties, and provide business support across ForHousing's teams.

## **ABOUT FORHOUSING AND THIS ROLE**



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

## **ABOUT FORHOUSING**

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

## **ABOUT THE ROLE**

You'll work to positively impact tenants and their communities by:

- Opening and closing reception in line with office opening hours.





- Being responsible, along with the other Business Support Advisors, for ensuring the reception area is staffed during office opening hours.
- Ensuring the reception area standards are always met including wearing corporate clothing during working time.
- Promoting digital customer contact.
- Assisting customers using online contact methods.
- Dealing with face-to-face enquiries at reception, taking ownership of the enquiry, only referring on if a complex issue.
- Meeting and greeting visitors to the office for meetings.
- Carrying out administrative duties relating to housing and repairs services.
- Maintaining office stock including stationery, kitchen, and bathroom supplies.
- Ensuring the offices are tidy, including meeting and interview rooms.
- Handling incoming and outgoing mail.
- Carrying out office alarm tests in line with the protocol.
- Assisting all ForHousing teams with administrative support as and when required.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.



- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

## Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• Educated to a good standard</li> <li>• Good standard of oral and written English and numeracy</li> </ul>	QC AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Working within a customer focussed environment (desirable)</li> <li>• An understanding of current social housing issues (desirable)</li> <li>• Dealing with customers to resolve enquiries (desirable)</li> </ul>	AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> <li>• Ability to prioritise and organise own workload</li> <li>• Ability to show initiative and problem-solving skills</li> <li>• Ability to work both alone and within a team</li> <li>• Excellent interpersonal skills</li> <li>• Communication – written and oral</li> <li>• Excellent IT skills</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> <li>• Passionate about delivering excellent customer service and improving people's lives</li> </ul>	AF/I