

**JOB PROFILE:** Business Support Advisor

**RESPONSIBLE TO:** Business Support Manager

**PURPOSE:** Supporting the delivery of anefficient and effective customer service experience as part of our Communications Hub.

To work within the Company’s Equality and Diversity Policy, Health and Safety Policy, Customer Service and Performance Policies ensuring that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care.

Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the Company’s policies and procedures.

**CONTACTS:** Daily contact with other Teign Housing staff, appointed contractors, tenants and leaseholders. The postholder will build up good relationships with private, statutory and voluntary agencies and the local authority.

**OVERALL PURPOSE AND RESPONSIBILITIES:**

To provide anefficient and effective service to the Company’s staff, tenants and stakeholders while operating at all times within the Company’s approved policies, budgets, standing orders, financial regulations, delegated authorities and established procedures.

**KEY ACHIEVEMENT AREAS:**

1. You will be part of Teign Housing’s Business Support Hub and will be the first point of contact for all enquires to the organisation. These enquires will come through via a variety of channels including telephone, e-mail, live web-chat, social media and post. You will make sure these are dealt with appropriately and professionally in accordance with agreed standards.
2. Effective liaison with our Wholly Owned Subsidiary, Asset Management Team and external appointed contractors as appropriate to support our tenants as required.
3. Taking ownership and concluding first level housing management enquiries including assisting in minor ASB cases, parking issues and Mutual exchanges.
4. Help with the running of a busy reception area in our town centre shop, where you will need to ensure cash up reconciliation is done effectively and efficiently.
5. Organise and run campaigns to our customers to help capture data to build a bigger picture of their needs to help towards encouraging our customers to use alternative methods of contact.

**When you are not based in the Hub, you will complete other tasks/projects:-**

1. Support and attend meetings through a range of activities including preparing papers and minute taking for Digital Inclusion, Civica CX, Welfare Reform Action Group, Business Monitoring and other meetings as required.
2. Diary management for Neighbourhood team.
3. Assist with the production of communication material including newsletters, invitation flyers, mail shots, brochures, reports and website updates. Monthly updates of service stars.
4. Help maintain Teign Housing’s website, social media sites and intranet, liaising with staff and customers as appropriate to ensure information is up-to-date, relevant and accessible.
5. Become a Teign Housing Telephony Superuser which enables you to help promote and support colleagues on the benefits of the telephony system, ensuring that it’s being used to its full potential.
6. Become a Teign Housing DigiBug and under the guidance of the Business Support Manager, IT Manager and PR and Marketing lead, work with internal and external partners to deliver our Digital Inclusion programme. This work will involve helping tenants and staff in getting online and becoming more digitally aware.
7. Organise and administer Teign Housing’s Thrive and E-colours training programmes.
8. Support the Corporate Liaison post holder to administer and re-issue the Teign Housing Business Continuity Plan.
9. Administrative support to other areas of the business as required.

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| No job profile can cover every issue, which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the PR and Marketing Lead or Head of Corporate and Customer Services from time to time. |

Signed by Post Holder: …………………………………………………………………..

Print Name:…………….…………………………………………………………………..

Date: …………………………………………………………………………………………