

Created	March 2018
Updated	March 2018
Issued	March 2018

Plymouth Community Homes

JOB DESCRIPTION

POSITION: Customer Assurance Assistant / Receptionist

RESPONSIBLE TO: Customer Experience Manager

LOCATION: Within the company's operational area

SUMMARY OF ROLE

Provide a high level of quality support to the Customer Experience and Assurance Team in all matters concerning the transformation of customer service and assurance within Plymouth Community Homes.

KEY TASKS

- Ensure that all customer contact is accurately recorded, including complaints, compliments, Councillor and MP enquiries, forwarding to the appropriate Investigating Officer for action to be taken.
- Monitor customer contact responses to ensure that an accurate record of communication between PCH and the customer is available, targets are met, and where needed highlight areas of improvement.
- Carry out regular audits of the covalent feedback system to ensure all relevant information is logged to provide a full record of all action taken.
- Carry out complaint satisfaction surveys to contribute to a positive customer experience of raising a complaint, providing feedback which contributes to service delivery improvements.
- Assist in the co-ordination and delivery of training to staff in relation to developments in key functions of service delivery within the team.
- Provide accurate statistical information for inclusion in management and committee reporting.
- Assist in the organisation of accurate information for inclusion in panel packs for Stage 3 complaints, and support the smooth running of the panel
- Organise the risk alert panel, making sure that sufficient risk alert information has been collected in advance to aide decision making, and record decisions made by the panel

- Assist with the collation of accurate information to contribute to the annual insurance renewal programme for Plymouth Community Homes
- Liaise with relevant people to gather comprehensive evidence to support PCH's position in defence of insurance claims
- Ensure that all information relating to insurance claims is recorded accurately on the Covalent Feedback system
- Provide support and raise awareness of equality and diversity issues throughout the organisation by developing knowledge, organising events and researching current information for inclusion on the staff intranet
- Produce and amend quality documentation and manage the document control system ensuring that only current issues of documentation are accessible, and any amendments logged and authorised.
- Co-ordinate and minute QA meetings and prepare any relevant data in advance
- Co-ordinate internal and external audit schedules and any subsequent actions arising from audits such as non-conformance and corrective action
- Complete internal audits and any resultant actions in line with the Audit Procedure
- Assist in the implementation, monitoring, recording and analysis of customer satisfaction processes across the organisation
- Provide a "meet and greet" service to customers visiting Plymouth Community Homes locations, providing a first class customer response
- Raise necessary orders and process invoices in respect of booking travel and accommodation, stationery supplies, conferences, training events, etc
- Provide a range of administrative tasks to support the day to day functionality of the team, to include the maintenance and security of information, typing, providing a minute taking service
- Carry out any other duties consistent with the level and responsibilities of the post.

Plymouth Community Homes
PERSON SPECIFICATION
Customer Assurance Assistant

Requirement	Essential	Desirable
Experience	<p>Demonstrable experience in an office environment.</p> <p>Experience of working as a first point of contact.</p> <p>Experience of operating and maintaining a range of manual and computerised information systems, including using spreadsheets, databases and word processing packages.</p>	Experience in minute taking.
Knowledge	<p>Knowledge of Equality and Diversity policies.</p> <p>Knowledge of the function of social housing, and an appreciation of the role of the third sector in working with a diverse range of people, some of whom are socially or financially excluded.</p>	
Skills / Abilities	<p>Experience of Microsoft software (including Outlook, Word and Excel).</p> <p>Experience of maintaining confidentiality and working with discretion and sensitivity.</p> <p>Excellent communication (written and verbal) and customer care skills.</p> <p>Ability to develop and maintain good relationships with external organisations, colleagues, and internal staff.</p> <p>Proven flexible approach.</p> <p>Experience of determining priorities and working to tight deadlines.</p> <p>Experience of working on your own initiative and the ability to work as</p>	

	<p>part of a team.</p> <p>Ability to work within corporate policies and an awareness of equality and diversity.</p>	
Qualifications	<p>RSA 2 in word processing or equivalent.</p> <p>NVQ Level 2/3 in Business Administration/Customer Service or equivalent.</p> <p>2 GCSE's at Grades A – C or equivalent, in English and Mathematics or 3 years relevant administration experience.</p>	
Physical Requirements	None	

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfill the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes and Plymouth Community Homes Manufacturing Services Ltd (hereinafter referred to as PCH) business and be aware of the Data Protection Act 1998.

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.