horton housing
Improving lives together

Be Supportive | Be Respectful | Be Bold

Customer Service and Administration Officer

HOURS: 35 hours per week, Monday to Friday

SALARY: £24,870 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford, BD5

Job Description

REPORTS TO: Customer Services Manager

As the Customer Services and Administration Officer, you will be highly organised with excellent attention to detail, and bring a friendly and professional approach. You will have strong communication skills and use these to help people at all levels, respond to enquiries and represent Horton Housing positively.

Working with the Customer Service Administration Manager, you will provide an effective reception service, support the day-to-day running of Head Office and deliver administrative support to the wider organisation. The role combines varied requests and coordination work with essential routine tasks, including regular checks, bookings, ordering and record-keeping. Taking pride in completing these tasks accurately and consistently is central to the role.

RESPONSIBILITIES

- Welcome and assist visitors and colleagues, ensuring that the reception area and any shared spaces are well represented.
- Respond to and resolve enquiries and telephone calls promptly, in a friendly and helpful manner.
- Support compliance with health and safety requirements, including monitoring door entry, weekly fire drills, annual tests, COSHH and risk assessments, and carry out regular building safety and security checks.
- Issue parking permits for colleagues and visitors, maintain the associated paperwork and liaise with external organisations about office parking facilities
- Support the organisation-wide on-call rota, including weekly changeover and management of the system.

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- Help coordinate internal and external events, including colleague away days, conferences, training, report launches and project openings.
- Manage room bookings and associated arrangements, including housekeeping, equipment, catering and tidying facilities afterwards.
- Work with the Customer Service Manager to maintain the Association's CoRe (Continuous Recording) account and complete other regulatory requirements and performance management reporting accurately and on time. When required, analyse data and produce reports from in-house and other systems, assessing the accuracy of information and identifying discrepancies.
- Maintain accurate records of petty cash and credit card purchases for Head Office and, occasionally, other services.
- Support the Customer Service Administration Manager in coaching new colleagues, apprentices and volunteers as required.
- Maintain and monitor the booking system for display and promotional items, accounts and ordering systems for stationery and other supplies, including cleaning and hygiene items.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding, and protecting the people that we support. Positions here at Horton require a fully completed application form with any gaps explored back to the age of 18, as well as a right to work check, two references and a DBS check to identify and reject applicants who are unsuitable to work with children or vulnerable adults.

Person Specification

- Demonstrable experience in a similar role
- Excellent customer service and communication skills, with the ability to be friendly, professional and helpful in person, over the phone and via email
- Ability to organise and prioritise day-to-day work including enquiries, office coordination, and health and safety checks
- An awareness of workplace health and safety procedures
- Excellent attention to detail, with the ability to accurately maintain administrative and financial records, check information, and identify discrepancies
- Strong IT skills, with the ability to confidently use a range of systems as well as Microsoft Office suite
- A strong understanding of GDPR and confidentiality as relates to record keeping and archiving
- Practical experience of building safety or security checks, fire procedures, COSHH, risk assessments or archive management

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DESIRABLE

- A Level 2 or higher qualification in Business Administration or similar
- Experience of maintaining regulatory information, including CoRe (Continuous Recording), or supporting performance reporting, data analysis and accuracy checks
- Experience of maintaining petty cash or credit card records, processing orders and monitoring supplies
- Experience of arranging or supporting at meetings and events, including catering and minute taking

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

What matters most to the people accessing our services?

We spoke to a group of the people we support and asked them what they thought were the most important skills and qualities for a Horton colleague in our central service teams. The group agreed that our colleagues should have good **experience** and **specialist skills** for their role, with a good understanding of **confidentiality** and **GDPR**, as well as **safeguarding**. The group also discussed the importance of soft skills in our central service teams. Our colleagues should be **empathetic, non-judgmental**, with a **curious** and **open-minded** approach, **welcoming change** and being **adaptable**.

About the department

The Administration team provides a welcoming and professional first point of contact at Head Office, and reliable administrative support across Horton Housing. From greeting visitors and handling calls, to keeping records and coordinating office arrangements, the team helps day-to-day work run smoothly.

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