

Job Title	Resales & Staircasing Administrator	Location	Brock Street, London	Job Family	Grade
Reports to	Resales & Staircasing Manager	Designation	Office	Commercial Services	B3
Overall Purpose: Provide administrative support to the Resales & Staircasing Team, delivering responsive, customer-focused front line services to current and future homeowners.					
Responsibilities & Outcomes		Skills / Experience		General Role Expectations	
Key Responsibilities: - Take responsibility for providing a comprehensive administration service to the Resales & Staircasing Team. - Handle initial customer enquiries and requests efficiently and courteously. - Review and develop all standard documentation and templates within the team, to ensure they reflect changes to the service. - Ensure consistent and accurate information, documents and letters are available and in use and issue standard letters to customers. - Ensure all customer and property records are kept up to date within core systems including Zoho and CRM. - Carry out data input tasks as required by the team. - Support the team in resolving any issues with process and procedures, and with resolving customer issues. - Work in full accordance with Data Protection policy and UK GDPR. Key Outcomes: - High levels of internal and external customer satisfaction. - All correspondence is handled effectively and in a timely way in line with Guinness's Customer Service Standards. - Up to date and accurate information, documents and templates are maintained. - Up to date and complete records for all resales, staircasing and void property transactions are maintained.		Essential: - Customer service experience. - Good attention to detail. - Ability to plan and manage own workload effectively and set personal priorities, and work methodically using own initiative. - Experience of working to deadlines and targets. - Technically proficient in the use of databases. - Good oral and written communications. - Good knowledge of Microsoft Office with experience of planning and delivery of large scale mailouts. - Commitment to continuous professional development. - Demonstrates the Guinness Behaviours Desirable: - Experience of administration systems and procedures. - Relevant Housing Management experience. - Experience of taking minutes at formal meetings.		These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Assigned and accountable for <i>specific</i> areas of responsibility /deliverables. - Performs a <i>range of tasks</i> which vary in complexity within scope of their function. - Makes <i>decisions</i> within parameters set by manager, using job/specialist experience. People Skills: - Has <i>regular</i> communication with internal/external contacts and builds relationships required to deliver priorities. - Works collaboratively with colleagues to deliver accountabilities. - May <i>prioritise</i> and <i>oversee</i> activities of others to meet required deadlines and standards. <i>Coaches</i> inexperienced team members. - Provides <i>first level</i> advice and support for others. - May <i>manage or support</i> consistency of the employment experience in own area. Impact & Influence: <i>Decides</i> within a range of solutions/practices which are the most applicable. - Actions have predominantly <i>local or internal</i> impact on one or a small number of individuals. - Required to <i>share</i> knowledge and <i>experience</i> with others. <i>Adapts own behaviour</i> to influence colleagues/peers. Thinking Challenge: - Assists in the identification, assessment and <i>resolution</i> of a range of issues/problems. - Required to assess and resolve <i>standard/ non-standard</i> issues/problems, largely on <i>own initiative</i>. <i>Implements</i> procedures to ensure continuous improvement. Customer Service: <i>Respects</i> and <i>values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
		Qualifications			
		Essential:			
		Level 2 Qualifications (including English and Maths).			
		Other			
		Driving Licence Required	No		
		Mobile working required	No		
		Evening and weekend working required	Some		
		Other			

You are also required to undertake any other duties within your capabilities as may be reasonably required.