

ROLE TITLE	Customer Services Graduate
DEPARTMENT	Customer Services
OPERATING ASSOCIATION/ DIRECTORATE	Customer Services
RESPONSIBLE TO	Host Manager during each rotation
RESPONSIBLE FOR	N/A

<p>ROLE PURPOSE</p> <p>This role will provide a firm foundation for a successful career in Orbit including all fundamental processes, systems and ways of working within the Customer Services function. You will have a series of placements in other departments in order to understand how the business operates as a whole, as well as internal and external training to include both technical competencies and leadership/management development.</p> <p>Year 1: Rotations will be based in: Customer Service Centre (CSC) Lettings Income Tenancy Sustainment</p> <p>Year 2: Rotations will be based in: Tenancy Services Customer Experience</p> <p>Towards the end of the 2 year programme, the postholder will also spend a few days a week in our Property Management, Building Safety, Property Compliance, Responsive Repairs, HR, Finance, Comms and Estates Teams with the purpose of gaining an understanding of these business areas.</p> <p>At the end of the 2 year programme, the postholder will transfer into a permanent role within one of the above areas dependant on business needs and skill and interest development of the postholder.</p> <p>Project work: The graduate cohort will work together on a live business problem, scoping, researching, piloting and evaluating.</p> <p>Through a combination of training, work shadowing, project work and mentoring we will provide the requisite professional and technical skills to develop into a successful manager and leader.</p>
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ACCOUNTABILITIES / RESPONSIBILITIES

Your accountabilities/responsibilities whilst based in each of the specific rotations during the 2 year programme will be:

Year 1

Customer Service Centre (CSC)

- Induction to Orbit.
- The role of the Customer Service Centre as first, and ongoing point of contact for our customers.
- Understand how the individual teams link in with regional activities.
- Overview and spending time with the Complaints Team.
- Overview and spending time with the Resolution Team.

Income

- Shadowing Income Officers to gain an understanding of their role and responsibilities.
- To carry out an enforcement activity adhering to Orbit's policies, processes and procedures.
- Comply with and understand, relevant legislation.

Lettings

- Shadowing Lettings Assistants, Lettings Officers, Assessment Officers and Underwriters.
- Assist in ensuring that properties are let within target and viewings and sign-up visits are completed.
- Understand budget information around void properties.
- Understand the role of the Local Authority and Homelessness.
- Understand the Mutual Exchange Process.
- Comply with and understand, relevant Policies and Procedures.
- Comply with and understand, relevant legislation.
- Understand and working with our Property Services colleagues.
- Rotation with the Rent Setting Team.

Tenancy Services (within 2 different teams)

➤ CSAF (Community Safety & Anti Fraud)

Understanding Orbit's role in tackling and addressing each of the following:

Anti-social behaviour, Domestic abuse, Hate incidents, Multi agency public protection arrangement (MAP), Safeguarding and Tenancy Fraud.

➤ Response including Tenancy Review Team

Understanding Orbit's role in tackling and addressing each of the following:

Breach of tenancy, Assignments successions and name changes, Deceased customers, Evictions and tort notices, New customer settling in visits, Non access, Tenancy audits and Fixed term tenancy and mortgage rescue reviews.

Year 2

Tenancy Sustainment

- Understanding the fundamentals of Tenancy Sustainment from our process to triage to front line coaching.
- Working with Senior Managers on specific projects within the Team.
- Working alongside our Team Managers and developing skills through contract delivery.

Customer Experience

- Developing and enhancing our customer journey.
- Identifying improvements and make recommendations through real time feedback (RTF).
- Research changes to digital customer service technology and make recommendations.

- Working across other business areas to improve online service delivery.

General

- Develop teamwork, management and leadership skills.
- Graduate group project team member.
- Undertake external qualifications and internal and external training.
- Represent Orbit and the Graduate cohort at events (internal and external).
- Other tasks and responsibilities commensurate with a Graduate level role.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Essential	<ul style="list-style-type: none"> • A high performing self-starter, able to motivate both themselves and others. • Proven successful use of initiative, resourcefulness and adaptability. • Ability to influence others, and work both as part of a team and as a leader within a team. • Ability to think analytically, to apply skills and knowledge in new contexts, and to problem solve. • Be able to understand and draw conclusions from complex data (verbal and written, numerical and text), present it back in a clear and concise manner. • Ability to work under pressure to tight deadlines, including project work. • Ability to communicate clearly and effectively through oral and presentational skills as well as excellent writing skills. • Have a passion for a customer focussed delivery (internal and external customers) along with a keen interest in Housing as a sector. • Experience of using a range of I.T. packages (including Excel, Access, Word etc.) • Experience of carrying out coordination and reporting functions. • Ambition to progress into management and leadership positions. • Relevant Degree minimum 2.2 classification (or equivalent). • Ability to travel and relocate during scheme if necessary.
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	