

Job Description

Job Title:	M&E Admin
Division:	M&E
Reports to:	Team Leader
Direct Reports:	
Main Interfaces:	Residents, Customers/Clients, Axis Staff and Operatives contracts Manager Operations Manager/Divisional Manager/All Axis Divisions and Contracts

Overall Purpose

Lead By Example

Customer Service to the End User working on behalf of the Axis Europe Clients

Working as part of a team in a busy environment assisting the operational team to deliver a quality service to all clients including Housing Associations and Local Authorities and their residents within the M&E division, including scheduling and planning works in a cost effective and organised way to ensure a quality service and the legal compliance of the division

Key Tasks / Activities / Responsibilities

- Provide our clients and customers with excellent, first contact resolution services across multiple channels. Offer great customer service by listening to customers' queries, building rapport, demonstrating empathy, resolving queries / concerns and always opening and closing the call or correspondence in accordance with the company's customer service handling procedures.
- Taking inbound calls from Residents and/or Social Housing Providers in relation to repair works; including raising new jobs, appointment scheduling and existing works updates.
- Using IT Systems to raise new and follow on repairs (whilst engineer is on site), book in and rearrange appointments for customers and/or clients whilst on the telephone, ensuring jobs raised in the interface are booked in within target and that follow jobs are actioned
- Dealing with customer service queries, issues and investigating complaints in relation to outstanding works, delays and other defects (e.g. damage to property, employee behaviour)
- Liaising with Clients, Axis Operatives, managers, staff across all divisions, departments and contracts as well as sub-Contractors in order to provide updates to works and resolving repairs issues
- Diary management of appointments including PDA usage for operatives and making outbound calls to customers with updates to progress of any works, possible delays and rearranging appointments
- Adhering to Call Handling Procedures, Axis Policies and Operational Processes in order to ensure a "First Class" Service is delivered at all times. Ensuring that all Customers are treated equally and fairly in line with Axis' Equality and Diversity Policy
- Managing generic and/or team email inboxes using Microsoft Outlook (where required) where customers chose to email new repair works requests, client approvals and operative worksheets/reports on completed works
- Updating and maintaining, reports and spreadsheets using Microsoft Office including letter/email templates, complaints and satisfaction reports, and contact lists (Where required)
- Working effectively on your own and within a team to achieve individual and company targets and KPIs, ensuring customer satisfaction is above 90% at all times
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance
- Ordering equipment needed for the job (where required)
- Provide information to your line manager in a timely manner when requested to do so

- Working predominantly on IT platforms ensuring operatives days are planned maximising productivity re-arranging works where necessary to optimise the operative's route and using web fleet reports to support this
- Receiving phone calls from operatives on site and ensuring
- Deploying emergencies to the correct operative – ensuring all are covered by the day to day team and not passed to OOH except in extreme circumstances – Management and Supervisors to be made aware when emergencies are passed to OOH
- Back up to all other roles within the M&E division, covering any absences to ensure versatility within the division
- Keep up to date with and understand relevant M&E regulations, monitor compliance in relation to contract requirements
- Ensuring all legal documentation is up to date, stored and managed correctly, ready for client viewing
- Ensuring all legal documentation is reviewed by competent persons and any remedial actions are completed before compliance expiration date
- Investigate non-compliance issues, liaising with tenancy and housing officers/client
- Report back to management on current risk and compliance performance highlighting or escalating areas of concern
- Collaborate with other departments within the M&E division to create a culture of compliance to ensure that both compliance and repairs are done in juxtaposition

Person Specification

Key Knowledge

- Behaviours and attitudes to deliver “Right First Time” service and identify customer needs
- Using multiple IT software packages and/or company systems
- Back office operations within a housing or maintenance organisation
- Technical knowledge of repairs within the maintenance or building industry

Key Experience

- Providing first class customer service face to face, via telephone or writing
- Dealing with customer service enquiries effectively and efficiently
- Working effectively within a team and/or towards targets/KPIs
- Working in a call centre environment; dealing with high volumes of calls
- Working within a housing and/or maintenance organisation

Key Experience

- Call centre environment
- Maintenance

Other Key Information

- Excellent Work ethic
- Treating others with respect
- All staff has a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: