
Job Description

Customer Service Officer (Full-time) Permanent

Location: Fulham base; onsite across all Stoll Foundation offices.

Job type: Full-time [Monday to Friday - 9 am to 5 pm]

Responsible to: Head of Customer Services

Direct Reports: None

Salary: £33,317.19 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

The Role:

Deliver an outstanding service to residents and internal stakeholders by being the first point of contact for residents, engaging service across multiple channels, including telephone, email and face to face interactions.

The role involves resolving enquires relating to housing repairs, rent accounts, tenancy matters and general housing services, ensuring residents receive accurate information, timely resolution and a positive service experience and that all interactions reflect professionalism, empathy and efficiency.

Key Responsibilities:

- Deliver excellent customer service to internal and external customers, always aiming to enhance the customer experience.
- Handle inbound and outbound telephone calls and respond to customer emails professionally and efficiently.
- Act as a single point of contact for residents, addressing enquiries at first contact wherever possible.
- Deliver a consistently high standard of customer service aligned to organisational values and service standards.
- Log responsive, urgent and emergency repairs accurately using our systems in line with our policies and procedures.
- Diagnose repair issues through effective questioning to ensure correct categorisation and prioritisation.
- Liaise with internal repairs teams and external contractors to schedule, amend or follow up appointments.
- Keep customers informed of progress and timescales and manage expectations appropriately.
- Respond to rent-related queries including balances, payments, arrears and payment methods.
- Explain rent statements and charges in a clear, customer-friendly manner.
- Signpost customers to relevant support services, including income advice or welfare support, where appropriate.
- Provide information on tenancy services, estate services and policies.
- Record, acknowledge and handle stage 1 complaints in line with our complaints policy.
- Cover front of House and Reception Duties, greeting all stakeholders in a professional and courteous manner.
- Assist with organising and attending resident meetings, open days, and community engagement events to build positive relationships and gather feedback.
- Provide administrative support for organisational related processes.
- Maintain confidentiality and handle sensitive resident information in accordance with GDPR and data protection policies.

- Assist in the preparation and distribution of newsletters, notices, and digital updates for residents.
- Stay informed on organisational policies and complete relevant training to ensure consistent and compliant service delivery

Person specifications:

- **Customer Focused:** Demonstrates a strong commitment to delivering excellent service and enhancing the resident experience.
- **Organised and Detail-Oriented:** Maintains accurate records, manages multiple tasks efficiently, and ensures timely follow-up.
- **Strong Communicator:** Communicates clearly, professionally, and effectively with residents, colleagues, and contractors.
- **Collaborative:** Works well with others, contributes to team goals, and offers constructive feedback to improve service delivery.
- **Problem Solver:** Applies sound judgment and initiative to resolve issues and manage conflicts effectively.
- **Technically Proficient:** Confident in using Microsoft Office Suite and internal systems for reporting, communication, and task tracking.
- **Adaptable and Proactive:** Responds positively to change, takes initiative, and seeks opportunities to improve processes.
- **Confidential and Compliant:** Understands and adheres to data protection and GDPR requirements when handling sensitive information.
- **Resident Engagement:** Comfortable participating in community events and engaging with residents to build trust and gather feedback.
- **Health & Safety Aware:** Understands the importance of compliance with safety regulations and ensures documentation is current and accessible.
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Frontline Competencies

Working with Customers

- A focus on maximising the independence of our customers in all interventions
- A focus on always delivering a holistic service to Customers, focusing on the person as well as their situation

- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting challenging behaviour in a positive way
- An understanding of support issues, particularly relating to Veterans Communication
- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

Other Duties

- **Support the organisation:** Carry out any other duties as required by The Tenancy Directorate
- **Cover housing officers:** Act as the first point of contact in relation to housing applicants, ensuring that all data is recorded accurately on the housing database and the waiting list is managed efficiently.

I have read this job description and the person specification requirements of the role.

Name:

Signature:

Date: