
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: Director of Tenancy 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 ensuring properties are well-maintained, resident needs are met promptly, and 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.
- Respond promptly to resident inquiries and resolve issues efficiently and professionally.
- Cover front of House and Reception Duties, greeting all stakeholders in a professional and courteous manner.

- Coordinate maintenance and repairs to ensure properties are maintained to a high standard.
- Monitor contractor performance and follow up on incomplete or delayed works to ensure service quality and resident satisfaction, whilst keep thing customer informed.
- Manage resident move-ins and move-outs, including inspections and addressing any defects.
- Ensure accurate and thorough logs are maintained and monitored from issue inception to satisfactory resolution.
- Liaise with relevant teams to ensure all safety certificates (gas, electric, fire) and risk assessments are up to date and accessible.
- Contribute to void property turnaround by coordinating inspections, ensuring remedial works are completed quickly, and preparing properties for new tenants.
- 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.
- Use internal systems to log interactions, raise repairs, and track progress.
- Monitor trends in customer feedback and complaints to identify recurring issues and suggest service improvements.
- 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: