

Job title	Customer Services Officer
Reports to	Customer Excellence Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, NG7 7LW
Hours	37 per week - Monday to Friday
Salary	£27,969.99 per annum Scale 5

Purpose

The Customer Services Officer is the first point of contact for residents, leaseholders, and stakeholders, delivering a professional, timely, and customer-focused service across all channels. The role combines frontline enquiry handling with administrative support, ensuring residents receive accurate information and effective resolution for housing, rent, repairs, tenancy, and estate management matters.

The postholder contributes directly to Tuntum Housing's regulatory obligations, including the Consumer Standards and Tenant Satisfaction Measures (TSMs). By delivering high-quality service at first contact, maintaining accurate records, and supporting residents to access services digitally, the role ensures transparency, accountability, and continuous improvement in the customer experience.

Disclaimer

Any job description provided to you by the organization will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work, you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, another senior officer of the Association.

Duties and responsibilities

General

- Welcome residents, leaseholders, and visitors at reception, providing a professional first impression and directing enquiries as needed.
- Monitor visitor access and maintain the visitor log to ensure building security.
- Sort and distribute incoming and outgoing mail efficiently.
- Handle frontline calls, emails, and messages promptly, taking ownership to resolve queries where possible or referring complex issues to the appropriate team.
- Register, acknowledge and respond to compliments, complaints and anti-social behaviour reports inline with the appropriate policies and procedures.
- Support residents to self-serve using the Tuntum website and portal, promoting digital access and empowerment.
- Administer and take payments via Allpay/Callpay, set up and amend direct debit payments and order payment cards.
- Liaise with external agencies to resolve enquiries and promote collaborative working practices.

Repairs and Housing Support

- Use correct Schedule of Rates (SoRs) to raise orders and variations on the Housing Management system.
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- Monitor emergency and overdue repairs, ensuring compliance with agreed timescales.
- Coordinate follow-up appointments when jobs require multiple visits.
- Work closely with colleagues, residents, operatives, subcontractors, and suppliers to deliver high-quality, timely service.
- Communicate clearly and professionally, maintaining control and calm under pressure.

Regulatory and Governance Compliance

- Understand the legal and regulatory framework in which Tuntum Housing operates, including social housing legislation and Consumer Standards.
- Contribute to achieving Tenant Satisfaction Measures (TSMs) by providing accurate, timely, and customer-focused services.
- Maintain data integrity, confidentiality, and compliance with GDPR in all record-keeping and reporting.

- Support safe and secure management of resident information and housing records.

Record keeping and data management

- Maintain accurate and up-to-date tenancy files, repair notes, and records.
- Ensure all information is understandable, reviewed regularly, and stored in accordance with GDPR requirements.
- Support data-driven service improvements by providing reliable information for analysis and reporting.

Tenant Engagement

- Actively engage with residents to ensure their voice is heard, understood, and acted upon.
- Support the development and sustainability of tenant engagement initiatives, including attending estate days, tenant meetings, and local events.
- Respond positively to tenant concerns or dissatisfaction, resolving issues locally wherever possible.
- Build and maintain proactive relationships with external agencies to ensure residents have access to appropriate support and advice.

Personal and Professional Development

- Maximise personal development through induction, supervision, training, appraisal, and team meetings.
- Contribute to a positive team culture, sharing knowledge and supporting colleagues where required.
- Prioritise workload effectively, balancing multiple tasks while maintaining high service standards.

Person Specification

Requirements	
Education	A good level of written and spoken English.
Knowledge	Basic understanding of social housing and the role of housing associations. Working knowledge of Microsoft Word, Excel, and Outlook. Awareness of regulatory requirements, including Consumer Standards and TSMS.

Experience required	Supporting and liaising with diverse residents. Working in a housing association, council, or similar public-facing environment. Resolving customer enquiries and complaints. Basic office administration skills. Familiarity with letting and allocation processes is desirable.
Skills and aptitudes required	Ability to manage difficult interactions and de-escalate challenging situations. Resident-focused, able to prioritise service delivery under pressure. Able to manage a variety of tasks and meet deadlines effectively. Strong communication skills, able to interact professionally at all levels. Flexible, motivated, and collaborative team member.
Personal qualities required	Proactive, positive, and solution-oriented. Calm, methodical, and resilient under pressure. Committed to delivering excellent customer service and continuous improvement.

Approved by:	<i>Christina Morgan-Danvers</i>
Date approved:	16/02/2026