**What's it all about**

**Operations Support Officer**

**Operations – Commercial Operations**

You will play a crucial role in the seamless delivery of services to our residents, ensuring they enjoy an outstanding living experience. This role involves being a primary contact for our customers, providing comprehensive administrative support to our management and operational teams, and ensuring our properties are maintained to the highest standards.

**How you'll make a difference**

Your meticulous approach to administrative tasks and property inspections directly contributes to the quality of service our residents receive, enhancing their overall satisfaction.

By ensuring compliance with legislative, industry, and health & safety standards, you play a crucial role in maintaining safe, welcoming, and well-maintained living environments for our residents.

**How you'll do it**

* Act as the first point of contact for residents, providing prompt and compassionate responses to their inquiries and fostering positive relationships.
* Deliver administrative support to management and operational teams, helping streamline processes and enhance service delivery.
* Conduct thorough inspections of properties and estates, swiftly identifying and addressing issues to maintain high living standards.
* Assist in the lettings process, from managing inquiries to conducting viewings, ensuring an efficient end-to-end experience for prospective residents.
* Engage with the community through various social media channels to promote our properties and foster a sense of belonging among residents.
* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures, including health and safety and financial regulations.
* Hybrid arrangements – at **least two days a week in our communities, residents' homes, on housing estates or schemes, and at least two days in an office working with others.**

**All about you**

**Behaviours for success**

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

* Compassionate
* Progressive
* Dependable
* Inclusive
* Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf).

This role is at the **staff** level.

**Essential knowledge, experience and skills, including qualifications and professional membership.**

* Proven experience in property or asset management, with a strong focus on customer service.
* Knowledge of the sector's relevant legislation and regulatory requirements.
* Excellent organisational skills to manage records and communications effectively.
* A highly organised collaborative team player with superior verbal and written communication skills.
* **Intermediate** IT and systems skills, including Microsoft Office.
* This role is subject to an **enhanced** criminal record check (CRB) issued by the Disclosure and Barring Service (DBS)