Customer Service /

Administration Assistant

(Reviive)

Job Description and Person Specification

2025

The Wrekin Housing Group



THE WREKIN HOUSING GROUP

Customer Service/Administration Assistant

This is a broad outline of what is expected of the post holder.

Directorate: Operational Services **Reports to:** Area Co-Ordinator

PRIMARY OBJECTIVE:

The primary objective of the role is to provide excellent customer service to Wrekin Housing Group tenants and external customers/stakeholders accessing Reviive's services and providing administrative support to the team.

KEY OBJECTIVES:

- · Serve and assist customers in a retail setting
- Arrange and schedule collections, deliveries and removals
- To act as a first contact for potential customers accessing Reviive's services
- Work with the Online and Commercial Co-ordinator to promote and maintain the online
- shop and social media
- To keep accurate records of Reviive's activities ensuring all stock is recorded on the Stock
- Manager system
- To stock the retail space effectively and promote sales

KEY RESPONSIBILITIES:

• To provide an efficient, friendly and courteous service to customers

 \cdot To open up and to ensure premises are secure when they are left at the end of the opening hours

- To price items entering stock
- To help customers choose suitable furniture and record delivery arrangements

The Wrekin Housing Group

- · To record all sales and payments received for furniture
- · To carry out banking of daily takings as required, keeping clear cash records
- · To accept donations from members of the public
- To provide information and answer queries raised by customers

 \cdot To help organise the stock, keep it tidy and well-arranged so that the service point is clean, safe and well display

Administration

- To schedule collections, deliveries and removals
- To maintain the stock database and to train staff and volunteers in its use including updates as necessary
- Monitor and respond to correspondence received via the email and social media accounts
- Provide statistics and performance monitoring information to the Area Coordinator
- Process referrals and requests for support from tenants and third parties
- Maintain customer and volunteer records

General

- To maintain good working relationships with outside agencies
- To respect and implement organisational policies
- Contribute to the maintenance and cleanliness of the site as instructed by the Area Co-ordinator
- May be required to work weekends
- Direct and support volunteers and work placements
- To provide cover for Warehousing and Transport team as necessary

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PERSON SPECIFICATION

Customer Service/Administration Assistant

QUALIFICATIONS

· GCSE or equivalent in Maths and English is essential

EXPERIENCE, SKILLS AND KNOWLEDGE

- Experience in a Warehouse/Retail environment
- Experience of providing administrative support
- A sound understanding of IT applications
- Demonstrable experience of working in a customer focused environment
- Excellent communication skills via telephone, written and in person
- To work effectively as a team member
- Ability to work independently, seeking advice when appropriate
- Thorough understanding of Health and Safety

COMPETENCIES

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Strives for quality and timely delivery of objectives, demonstrating initiative and resilience where required.
- Articulates opinions, ideas and information in an effective way. Actively listens to the communications of others.
- Recognises the value of and actively promotes team working to improve services, resolve problems and promote inclusion at a local and company level.



- Delivers acceptable solutions to problems through accurate diagnosis, consultation and efficient task management.
- Manages the achievement of objectives through planning, communication, consultation and monitoring to meet deadlines.
- Demonstrates sound judgement and independence in decisionmaking, seeking advice and information when appropriate.
- Focuses clearly on main company objectives, demonstrating flexibility and creativity to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information