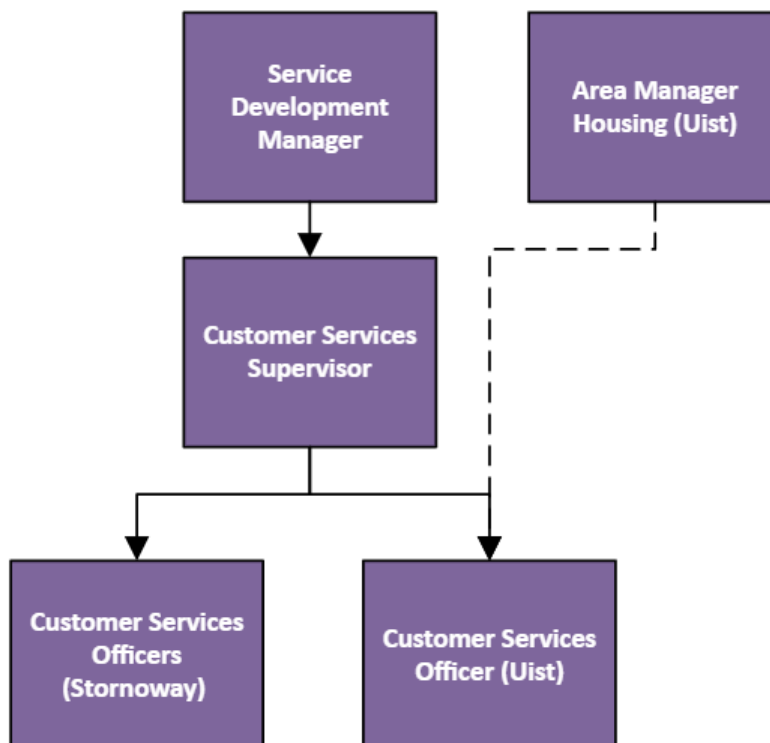


JOB DESCRIPTION

Job Title:	Customer Services Officer (Uist)		
Department:	Operations	Post Reference:	O404A
Date:	February 2026		
Grade:	C		
Responsible To:	Customer Services Supervisor		
Responsible For:	N/A		
Reporting Office:	Uist		
Area Covered:	Lewis, Harris, Uist & Barra		

MAIN PURPOSE OF POST

Responsible for providing an efficient, accessible and responsive service to the Partnership's customers and for carrying out administrative duties in the Customer Services team.



Key Responsibilities of the Post

Corporate Responsibilities

- 1.1 To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality
- 1.2 To embrace and promote the principals of tenant empowerment in all aspects of the post's duties

Service Delivery

- 2.1 Acting as first point of contact for internal and external customers regarding repairs, including but not limited to:
 - Diagnosing and logging repairs
 - Monitoring progress on works orders and pursue with contractor as appropriate
 - Managing repairs recommendations from repairs contractor
 - Liaising with out of hours service providers
- 2.2 Acting as first point of contact and ensuring resolution of issues where possible at first contact. This will include:
 - Repairs service delivery
 - Liaise with contractors
 - Book appointments for field staff
 - Answer queries regarding services
 - Give advice and make referrals to other agencies
- 2.3 Providing clerical and administrative support to the Service Development Manager and Area Manager (Uist)
- 2.4 To proactively chase progress and keep customers updated on the position
- 2.5 Cover the Customer Services Supervisor's role in their absence as appropriate
- 2.6 Processing complaints in adherence with Scottish Public Services Ombudsman Guidelines
- 2.7 Working closely with the repairs service contractors to deliver right first-time solutions
- 2.8 Assist with Void management process
- 2.9 Compiling data for reports and performance records
- 2.10 Inputting information into the Partnership's Housing Management systems and maintaining spreadsheets for statistical and management purposes
- 2.11 Operating and maintaining reception facilities including monitoring staff and service user safety in interview rooms during office hours

Key Responsibilities of the Post

Continuous Improvement

- 3.1 Undertake appropriate training and continuous personal development
- 3.2 Identify service improvement opportunities in conjunction with the Customer Services Supervisor

Finance

- 4.1 Cash handling at reception desk in adherence to financial policies and procedures
- 4.2 Processing monthly repairs invoices in the housing management system including:
 - Inputting monthly invoices
 - Processing rechargeable repairs including communicating with service users

EQUAL OPPORTUNITIES

Comply with the Partnership's Equal Opportunities Policy ensuring there is no discrimination in the delivery of services

Treat everyone including customers and colleagues fairly and without prejudice

WORKING SAFELY

Comply with the Partnership's Health Safety Policy and undertake relevant Health and Safety Training

Ensure own work area is well organised and tidy

Be mindful of safe working practices to minimise the risk to self or others

Report concerns to the Health & Safety Administrator

VISION & VALUES

Embraces and promotes HHP's core value of Integrity and Code Of Conduct including a commitment to Customer Focus, Excellence in Service, Supporting Staff; Promoting Equality, Diversity and Sustainability

GENERAL RESPONSIBILITIES

Carry out any other reasonable duties determined by the Chief Executive or the Board

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C1 Integrity	Personally, upholds a high standard of honesty and ethics in their everyday interactions with people. Is worthy of the trust of others.	Is fair in his/her expectations of others and behaves with equal fairness to others. Maintains organisational confidentiality.	Is ethical and honest in all his/her business dealings. Holds him/herself to a high standard and will do what is right in spite of the consequences for him/herself. Delivers what he/she has promised. Inspires others to have integrity.
C2 Customer Focus/Service	Is polite and professional at all times. Consistently does more than is required of them to ensure the customer is satisfied. Deals appropriately with challenge or conflict.	Anticipates customer needs and supports the delivery of services that exceeds customer expectations. Listens to and values customer feedback - proposing changes to service delivery to improve customer service.	Designs services around the needs of internal and/or external customers. Ensures information is gathered from customers about services to better meet their needs. Ensure customer service levels are appropriate and fulfilled.
C3 Quality/ Excellence of Service/ Professionalism	Applies discipline to their work activities looking for ways to improve the quality of service they deliver to customers - internal and or external. Improves their knowledge, understanding and skills through CPD.	Encourages others to have high quality standards in their work. Is personally committed to ensuring the quality of services provided to internal and/or external customers.	Leads others to ensure excellent service to internal and/or external customers. Holds colleagues to account developing a performance culture.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C4 Team Working/ Collaboration	Works well with others listening to and valuing their input. Assists others in completing their tasks to support the achievement of team goals.	Fosters teamwork in others, promotes good team processes, is fair and objective and doesn't play favourites, holds team members accountable and sensibly assigns tasks according to ability.	Leads others in the team to accomplish team goals. Fosters and promotes an environment of collaboration, making the best use of the individual skills and abilities in the team. Is fair and objective and assumes personal responsibility for the success or failure of the team.
C5 Communications	Communicate clearly and effectively with colleagues and customers - this may be verbally or in writing. Listens and is able to develop a rapport with others.	Takes responsibility for cascading/sharing information and corporate messages ensuring colleagues are kept informed in order to improve the working environment. Able to articulate ideas clearly in a logical way to ensure colleagues and customers fully understand.	Uses effective communication to influence colleagues and stakeholders. Understands their audience and adapts his/her communication as appropriate. Champions corporate communication.
C6 Representing the Organisation	Always speaks positively about HHP to customers, colleagues and external stakeholders.	Actively promotes a positive attitude and approach to HHP amongst customers, colleagues and external stakeholders, holding others to account.	Champions the HHP brand, vision and values both internally and externally. Actively promotes HHP and creates opportunities to do so. Develops positive relationships with external partners.

REQUIRED BEHAVIOURAL COMPETENCIES

Competency	Level 1.	Level 2. (1+2)	Level 3. (1+2+3)
C7 Driving/ Delivering Results	Is dependable and responsible. Finishes what he/she starts. Works on the right tasks.	Exerts the personal effort required to achieve results. Does not give up easily. Empowers others and supports them in order to overcome obstacles and complete tasks/achieve objectives.	Establishes or helps to establish business objectives. Challenges themselves and HHP to excel. Assumes personal responsibility for HHP's success

PERSONAL SPECIFICATION:			
Requirement	Ref	Essential	Desirable
Knowledge & Experience			
Good experience of working closely with members of the public	E1	√	
Good general knowledge of IT systems	E2	√	
Good working knowledge of office operations and procedures	E3	√	
Using a Housing Management System	D1		√
Basic understanding of social housing	D2		√
Basic understanding of repairs	D3		√
Education & Qualifications			
Good standard of education to National 5 Grade C, Standard Grade Credit Level or equivalent	E4	√	
Educated to HNC standard or above	D4		√
Skills & Abilities			
Competency in MS Office packages	E5	√	
Ability to manage difficult customers	E6	√	
Good general administration and clerical abilities	E7	√	
Excellent people skills	E8	√	
Ability to work to deadlines and under pressure	E9	√	
Ability to communicate clearly in a written format e.g. letters, e-mail	E10	√	
Able to use initiative and work collaboratively as part of a team	E11	√	
Ability to demonstrate awareness of the sensitive and confidential nature of working in a customer services team	E12	√	
Other Requirements			
Hold a full driving licence and be able to provide own transport when required	D5		√
Gaelic speaker	D6		√
Flexible approach to working hours	E13	√	