

Main Purpose/Summary of the role

The post holder will be part of a small front of house team in Dulwich Village, and will be responsible for delivering excellent customer service and events to all internal and external customers, including residents, contractors, stakeholders and Trustees. They will be the Estate's customer champion and systems super user. As part of a small organisation, successful applicants will provide cover across all Estate functions. We are seeking someone with excellent communication skills, attention to detail and 2-5 years experience in a similar role.

Job description – role and responsibilities

- Support the delivery of excellent customer service to all external customers
- Ambassador for the customer portal and support resident uptake of the system
- Handle the daily requests and queries from Dwellant, including actioning of customer requests and access issues within agreed timescales
- Handle all incoming queries via all channels, including post, face to face visitors, telephone calls, the website, and social media
- Manage the resolution of non-technical customer enquiries as they come in, including but not limited to: general enquiries, customer payments and payment queries, registration and change of ownership, licence updates, maintenance service requests, customer complaints
- Log customer complaints and provide updates in accordance with the complaint policy
- Support the Customer Service Manager in the co-ordination and execution of Customer improvement projects
- Assist with the preparation and implementation of Customer Satisfaction surveys, including follow-ups and collation of responses
- Provide basic statistics and reporting on Customer Service targets to the Customer Service Manager

Customer Service- Internal Customers

- Be the 'face of the company' by greeting all visitors, providing 'Visitor' badges and key emergency evacuation information
- Responsible for 'Meet and Greets' at trustee events and/or other events
- Responsible for the logging and maintenance/safety of keys/key requests/key folders
- Responsible for ensuring the reception area is welcoming and clear of clutter

- Main point of contact for customer data queries and requests from Estate staff
- Administer the Estate's customer systems at a Super User level (including Qube, Dwellant, DMS, Sharepoint)
- Provide customer service to the internal team, including collecting post, scanning and filing of documents, key requests, photocopying
- Collect deeds where requested and deliver them to the requestor

Events Assistant

- Assist Governance and Communications Manager in planning and organising calendar of corporate events
- Request quotes and availability of venues, catering, equipment and transportation
- Communicate with vendors, suppliers, and venues
- Support guest registration, invitations, and RSVP management
- Prepare event materials (signage, badges, welcome packs)
- Assist with event setup, breakdown, and on-site coordination. This will include several Saturdays and evenings throughout the year.
- Troubleshoot attendee enquiries before and during events
- Circulate thank you emails

Admin Support

- Spend time seconded to other HODs and teams to learn key administrative tasks in order to provide essential cover in the absence of PA / administrative staff

Environmental and Sustainability responsibilities

- Support paperless campaign
- Ensure efficient use of resources in the office premises
- Manage all Estate recycling and dispose of this in the correct place

Health & Safety

- Fully comply with the Estate's health & safety policies and procedures. This is including but not limited to:
 - complying with any safe systems of work, instructions and training provided
 - reporting all accidents or incidents immediately, in line with the Estate's Incident Reporting procedure
 - complying with the 'Employees Responsibilities section of the Estate's H&S Policy

Other Duties

- Carry out other duties as may be required from time to time by the Customer Service Manager

Abide by all the Company policies and procedures and regulatory requirements and codes of practice

Person Specification

Category	Essential	Desirable	Identified/Demonstrated
Education/Qualification/Training			
A good level of formal education including GCSE, Maths and English (minimum Level 2 or equivalent)	✓		CV /Cover Letter Copies of Qualification/Certificates
Bachelor's Degree/ Hold a Customer Service Level 2 (or equivalent) qualification		✓	Application Form /Cover Letter Copies of Qualification/Certificates
2-5 years Customer service experience	✓		Application Form /Cover Letter
Knowledge of property management issues		✓	Interview
Events experience		✓	Application Form /Cover Letter
Knowledge, Skills and Experience			
Communication Skills including verbal and written communication skills and managing difficult conversations	✓		Application Form/Cover Letter Interview
Organisational skills & strong attention to detail	✓		Application Form/Cover Letter Interview
Interest in events & hospitality	✓		Application Form/Cover Letter Interview
Team working skills	✓		Application Form/Cover Letter Interview
Problem Solving skills	✓		Application Form/Cover Letter Interview
Time Management skills	✓		Application Form/Cover Letter Interview
Analytical thinking skills	✓		Application Form/Cover Letter Interview
Customer Service Attitude	✓		Application Form/Cover Letter Interview
IT Skills (MS Office), Qube, Dwellant, DMS	✓		Application Form/Cover Letter Interview
Practical, flexible and innovative approach to work	✓		Interview
Legal			

Right to work in the U.K.	✓	Right to work documents
---------------------------	---	-------------------------