

unipol

Candidate Brief



**Administrative and Customer
Service Assistant**
Grade 4 (£24,248 - £25,742)



Overview of the Role

Location: Unipol Student Homes,
155-157 Woodhouse Lane, Leeds, LS2 3ED

Hours: Full Time, Monday to Friday

This is a diverse role, ideal for a people person with a passion for delivering an exceptional customer experience and a keen eye for detail in administrative tasks, to join the Unipol Student Homes family. The successful candidate will excel in creating positive interactions with students, tenants, landlords and visitors, while also demonstrating outstanding organisational and administrative skills to ensure smooth and efficient operations.

If you have a "can-do" attitude, excellent communication and organisational skills, enthusiasm for team work, and enjoy problem-solving, this role is perfect for you.



Main Duties and Responsibilities

- As the first point of contact, you will deliver an exceptional customer experience, welcoming students, tenants, contractors, landlords and visitors warmly, triaging them to the correct team and providing advice and guidance as required.
- Maintain a robust key management systems to control access and enhance security within the portfolio, including the processing, issuing, efficient return and logging of keys.
- Collaborate with the Operations team to ensure a seamless transition for tenants when collecting and returning keys.
- Assist with the administration of the repairs and maintenance process by ensuring timely and satisfactory, resolution of issues.
- Produce reports on repairs and maintenance activity and maintenance survey feedback.
- Contribute to the lettings process by checking adverts, responding to enquiries, booking viewings, eliciting feedback, supporting contract signings, maintaining accurate records and collating data.
- Maintain accurate records in tenant and health & safety databases.
- Process tenant reference requests, send out copies of AST's and respond to council tax enquiries.
- Arrange access to properties as required.
- Provide administrative support to the Operations Manager and Operations Team as required.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade and the evolving property portfolio.

Qualifications and Skills

- Excellent customer service skills with a passion for creating an outstanding customer experience.
- Strong communication skills with the ability to communicate effectively through different mediums.
- Outstanding administrative and organisational skills with the ability to work autonomously and organise your own workload.
- The ability to work under pressure, solve problems and remain calm in a crisis.
- Attention to detail and accuracy.
- Good IT skills and familiarity with databases and spreadsheets.
- Positive attitude, proactive approach, and a team player.



General Information

Unipol is a housing Charity, providing assistance in finding and supplying housing for students in Leeds, Nottingham and Bradford. All those working in Unipol are jointly employed by Unipol and the University of Leeds.

Further details about Unipol can be found here www.unipol.org.uk