

ROLE PROFILE

Job Title	<u>Administrator, Customer Experience,</u>	Location:	<u>Slough / London / agile</u>
Reports to:	<u>Assistant Manager, Customer Experience</u>	Division/Dept:	<u>Western Corridor > Cust Exp</u>

Summary of the Role's Main Purpose

This administrative role supports the delivery of excellent customer experience across the London and Western Corridor portfolios. The Customer Experience Administrator will assist with day-to-day customer communication, operational coordination and the smooth running of engagement activities such as events. By efficiently handling queries and supporting the delivery of successful events, this role contributes to customer satisfaction and retention.

Principal Accountabilities

Operations & Administration

- Manage and triage helpdesk queries, escalating to relevant team members when needed.
- Support access requests, energy data collection campaigns, and alarm notifications.
- Maintain up-to-date customer contact records and estate signage.
- Perform regular cleansing of customer data across internal systems (e.g., MRI).
- Assist with the administration of Business Watch and other operational reporting.
- Prepare pre-filled visit forms and assist with post-visit updates and action tracking.
- Provide admin support for annual customer meetings and ad-hoc events

Customer Service

- Act as a first point of contact for day-to-day customer enquiries and feedback.
- Collaborate with internal teams to ensure customer issues are directed appropriately.
- Maintain service standards by responding within agreed SLAs.
- Help coordinate welcome hampers, customer gifts, and manage the STE Discount Card programme.
- Identify and suggest small improvements to enhance the customer experience.

Marketing & Events

- Assist in organising and promoting customer events and estate communications.
- Help produce and update estate notices, discount cards, and website content.
- Liaise with third-party suppliers as required to support events and marketing.

Teamwork & Collaboration

- Work closely with colleagues across Property, Asset, and Technical teams to support customer engagement and estate operations.
- Support the Assistant Manager with ongoing tasks and projects as needed.
- Liaise with Finance on service charge communication where appropriate.

Compliance & Health & Safety

- Report any risks or customer-raised concerns related to site H&S to the Property Manager or Assistant Manager.
- Support lease compliance checks and environmental monitoring through admin tasks.

Core Areas of Knowledge, Skills & Experience

Essential

- Strong commitment to customer service and responsiveness.
- Clear and confident communication skills, both written and verbal.
- High attention to detail and strong organisational skills.
- Ability to multitask and prioritise workload effectively.
- Comfortable using MS Office tools (Word, Excel, Outlook) and learning new systems.
- Team player with a proactive and flexible attitude.
- Full UK driving licence and willingness to work flexible hours when required.

Desirable

- Previous experience in an administrative role within a property or facilities environment.
- Basic understanding of property, estate or service charge administration.
- Familiarity with Health & Safety processes.
- Ability to work independently on routine tasks with guidance from line manager.

Date of Completion: June 2025