

Job Title - Operations Support (Guardian Inspections)

Salary - Up to £21,216 per annum dependent on experience

Hours of Work – 40 hours per week

Location – Chadderton



VPS Guardian Services provides a cost effective way to keep our clients property safe, secure and maintained to a high standard throughout occupancy. The Guardian sector is a rapidly growing area of business and VPS are at the forefront of this growth.

This is a great opportunity for an administrator to join our UK Inspections team.

As post holder you will coordinate day to day schedules which will be scheduled on a weekly basis for a defined set of accounts.

You will be responsible for taking inbound calls from our internal inspections team and ensuring a first class service is provided by ways of escalating and reporting all issues the inspectors may find within the reports.

Escalation will be to our colleagues within our Guardian business along with the relevant local management in our regional offices throughout the UK

Key duties and responsibilities:

- To be the first point of contact for our customers, providing excellent service at all times.
- Coordinating emails and calls including new work requests and queries in a timely manner using organisation and prioritisation skills.
- Day to day account management also involves up selling solutions for repairs/security for our Guardian business.
- Providing a high standard of service both internally and externally, working closely with relevant Managers to deliver a tailored service.
- To answer incoming calls in a professional manner and in line with the service level agreements.
- Review of completed inspections by the team of inspectors ensuring quality and compliance is monitored and record and report any issues in a timely manner
- Collate and record accurate information on our internal systems.
- Dealing with urgent client queries or complaints effectively.

People Leadership:

- Ensure all delivery teams are fully aware of processes within guardian business.
- Take accountability for the delivery of service through the operations team and ensure strong relationships with the ops teams in each location.
- Act as a role model for collaborative working.
- Build peer relationship with other Managers within the wider UK team.
- Maintain and monitor business integrity through delivery network.

Skills/experience needed:

- Experience of Property Inspections with the knowledge/awareness of what to look out for
- Experience/Knowledge of Fire and Health and Safety Legislation/procedures – including:
 - Fire Risk Assessments
 - Testing of Fire Alarms
 - Identifying Fire and Health and Safety risk/Issues
 - Trip Hazards
- Excellent customer service skills – customer focused with the ability to manage customer relationships, understanding the customer's needs and delivering an individual tailored service.
- Excellent organisational skills with the ability to prioritise daily tasks and good multitasking skills.
- Excellent communication skills are essential both orally and written. Able to communicate at all levels both face to face and over the telephone and the ability to send documentation via e-mail.
- Excellent knowledge of Excel, Word, Outlook and Microsoft packages.
- Strong interpersonal skills and the ability to manage a fluctuating workload.
- Good problem solving skills and ability to use own initiative.
- Able to work under pressure and to tight deadlines.
- IOSH Certified - desirable

Why VPS Guardians?

- Fast growing business with excellent opportunities for career progression and development
- You will be supplied with the equipment, tools and a use of a company vehicle to be able to excel in the role including laptop and mobile
- Company pension scheme
- Annual leave 20 days rising to 25 days and 8 bank holidays
- Health Care Cash Plan, and Free Medical and Legal helpline.

Please be aware due to the work that we undertake you will be required to undertake a Credit Check and Criminal Record and Barring Check known as a DBS check.

How to apply

Please provide a copy of your up to date CV and supporting covering letter detailing why you think you are suited to this role to the VPS recruitment team at recruitment@vpsgroup.com

If you have not been contacted within 10 working days of your application, then unfortunately on this occasion you have not been successful.

Closing date: TBC

General Information:

General Data Protection Regulation (GDPR) May 2018 - As part of any recruitment process, the VPS Group collects and processes personal data relating to potential employees. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. **For Further Information please refer to the link:** <https://www.vps-jobs.com/vps-privacy-notice-applicants>

VPS are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age