

Stock Surveyor Administrator

Reports to: Senior Stock Surveyor

The part I play at Flagship to help solve the housing crisis is:

To serve as the **primary point of contact** between the business and its customers, ensuring clear, timely, and supportive communication. I regularly **contact customers** by letter and phone to arrange and schedule survey visits, providing reminders and updates to help appointments run smoothly. I handle **customer questions and queries**, **offering accurate information** and signposting to colleagues when specialist support is needed, recording customer interactions within internal systems to maintain clarity and consistency across the business.

I allocate work to the surveying team's diaries and manage the rescheduling of appointments when customers get in touch. I **work collaboratively** with colleagues across departments to coordinate surveys, particularly for customers who are harder to reach or require tailored engagement. My day-to-day responsibilities also include **selecting properties for Stock Condition Survey appointments**, sending reminder SMS messages, liaising with internal teams, and documenting customer communication within Orbis to ensure seamless service delivery.

My skills and experience include:

I have excellent communication skills and I'm able to provide clear information and support to customers and colleagues. I have strong customer service and interpersonal skills, having previous experience of working in a customer facing environment.

I work collaboratively with colleagues across departments to prioritise surveys and I'm highly organised, maintaining accurate records and reporting, with strong attention to detail.

Additionally, I have exceptional IT skills, with confident and regular use of Excel, Outlook, and Word to support communication, scheduling, and data management.

I'm educated to GCSE level and have Maths and English GCSE, C and above or equivalent.

The skills I will develop include:

Becoming an integral & valuable member of the team, developing my understanding and familiarity of our Asset Management software, cross business contacting to achieve the efficient delivery of the Stock Survey programme.



Flagship Group Values:

