

Relocation Coordinator – Relocation Division

Location	Basingstoke RG21 6YT
Type	Permanent
Job title	Relocation Coordinator
Reporting to	Client Services Manager
Job type	Full time
Salary	Competitive
Annual holiday	23 days (plus public holidays) – increase with long service
Pension	Government Auto enrolment scheme
Benefits	Healthcare cash scheme Childcare Vouchers Ride to Work
Company overview	<p>We don't just move your house, we help you make it home.</p> <p>Robinsons Relocation is one of the oldest established removals companies in the UK, with over 120 years' experience in the business.</p> <p>In this time, we've helped thousands of families just like yours to start a new life, from moves around the corner to relocations to the other side of the world.</p> <p>We are a fully accredited member of the British Association of Removers and a Which? Trusted Trader and within the Relocation Division we hold the EuRA International Quality Seal. Robinsons was the first UK based Relocation provider to receive the accreditation.</p> <p>We have several branches across the UK, with Basingstoke being the current heart of our Relocation division.</p>
Role overview	<p>The primary purpose of the Relocation Coordinator role is to assist the Relocation Advisor(s) deliver destination services to a broad range of clients. Each relocatee is provided with a bespoke relocation package as established through a needs analysis. In order to deliver the broad range of services offered the Relocation Adviser requires administrative support to deliver the services in a timely manner.</p> <p>The activity will range from booking appointments; liaising with suppliers on the telephone and; entering and maintaining data on the Relocation Management System.</p>

- Principle duties:**
- Supporting the Relocation Advisers in delivering a broad range of destination and relocation services to the relocatee and their family
 - Organising Temporary Accommodation searches and following up on check-in and check-out issues with agents
 - Setting-up utilities and council tax
 - Booking agents for accompanied days out
 - Processing customer data and tasks on the case management system
 - Setting up national insurance appointments & banking appointments
 - Chasing missing paperwork and carrying out tenancy renewals
 - Sending out service questionnaires and producing invoices and management reports as required
 - Providing support to ensure invoices are processed in a timely manner

- Key Responsibilities & Accountabilities:**
- Thrives under pressure and wants a challenge
 - Builds productive working relationships with Relocation Advisors and agent partners
 - Strong organisational and multi-tasking skills
 - Passionate about providing good customer service and willing to go the extra mile
 - Building and Maintaining key internal and external relationships
 - Drive delivery excellence to exceed customers' expectations
 - Ability to overcome obstacles and find solutions or process adaptations to achieve results

- Key Performance Indicators:**
- Demonstration of the desire to exceed customers' expectations with respect to service and responsiveness
 - Evidence of the ability to manage workload in an organised and efficient manner and multi task
 - Evidence of strong written and verbal communication skills
 - Demonstrate team ethos and make a positive contribution to the team goals

General Expectations of this role Everyone that works for Robinsons Relocation is expected to play their part in creating a friendly, respectful and professional business environment to work in. Key to our success is the high level of customer service that we aim to provide to all our client

How to apply Please send your cv and covering letter to recruitment@robinson srelo.com