



CUSTOMER SERVICE ASSISTANT

Recruitment pack

Homes in Somerset

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Penlea House Development



Woolavington Estate Walkabout



Carrots Farm Handover



Highbridge Estate Walkabout



West Bow House Customers



2024 Garden Competition

Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role with our Chief Executive, Peter Hatch, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia

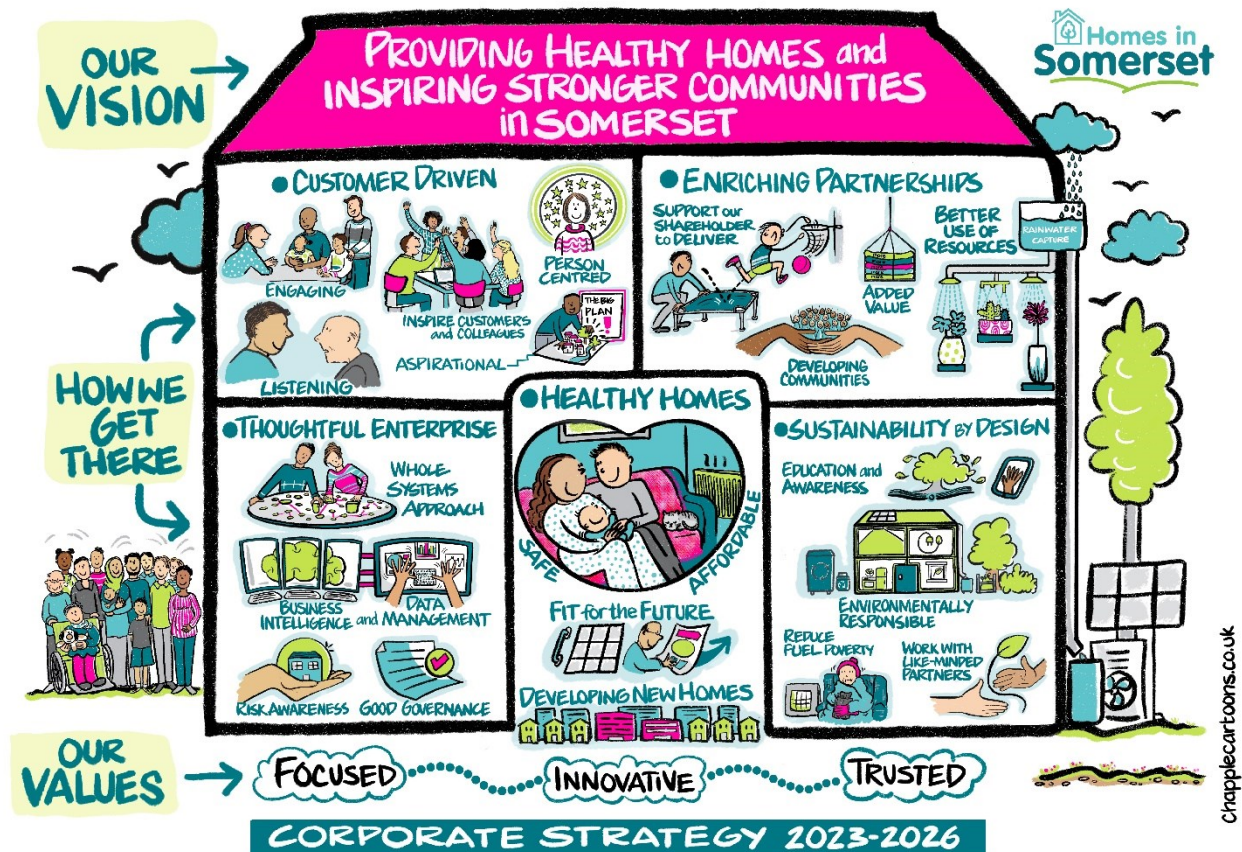
Julia Paling
Head of People & Communications

About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title: Customer Services Assistant

Salary: £27,269 - £28,624 (Full time - 37 hours per week)

Annual Leave: 25 days, plus bank holidays

What's the role?

You will:

- Provide a range of customer related services and champion a culture of Customers First. Provide a 'one stop' Housing Customer Service, ensuring high quality services which meet customer needs and lead to high customer satisfaction.
- Report to the Customer Services Team Leader
- Working 37 hours per week, with a minimum of 2 days in the office and the rest working from home, subject to change to suit business need.

What will I have to do?

- Take incoming calls dealing with various customer enquires as part of our Customer Services Team 'one stop shop' covering all major aspects of the housing service at first call, including repairs ordering and monitoring, housing and void homes management related queries and requests, including rent account issues, Choice Based Lettings processes and other specific and general enquiries.
- Liaise and be a bridge between our customers and the teams delivering our operational services to ensure high quality 'joined up' services to all our customers and stakeholders
- Liaise with our customers and our external partners, including our partner repairs contractor, 'Homefinder' Choice Based Lettings and Sedgemoor District Council, ensuring high quality services are maintained
- Provide a professional face to face Reception service during office hours (on a rota basis).
- Use all available IT systems to manage customer enquiries, providing customers with information, forms or access to other systems. Input and extract data accurately as required
- Work collaboratively with all teams across the organisation to enhance the Customer experience.
- Support the Customer Services Team Leader by providing comprehensive administration support in all operational areas: Manage incoming emails from customers via website and ensure appropriate action is taken promptly, processing of invoices, post opening etc, repairs logging and property services administration inc gas servicing, electrical testing, asbestos management
- Support the performance management framework and demonstrate commitment to delivering services at upper quartile levels for departmental performance
- Adhere to good information security

- Carry out telephone and other satisfaction surveys on all services and input feedback using relevant systems

What do I need to be successful?

- Excellent level of IT skills including Microsoft Word, Excel and Outlook
- Good level of general education including English and Maths with at least A-C grade at GCSE
- An understanding of the role of social housing
- Well-developed interpersonal skills and you'll need to be a 'people' person who develops strong working relationships internally and externally.
- Experience of working with customers 'face to face' and by telephone
- Experience of using IT systems and packages required for a customer service function

How will I evidence my success?

- Display and demonstrate behaviours that reflect our Values and put Customers First
- Successfully meet agreed key performance indicators
- Develop positive and productive working relationships with customers, colleagues and other stakeholders
- Take a proactive approach in team meetings, at 121's etc.
- Have a 'can-do' attitude

What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Thursday 17 April 2025
Closing date	Monday 5 May 2025
Shortlisting	Tuesday 6 May 2025
Formal interviews	Wednesday 14 May 2025

How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Monday 5 May 2025**.