



Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Customer Services Advisor – 12-month FTC Recruitment Pack

Homes in Somerset, Bridgwater House, King Square, TA6 3AR





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.

Join our team as a Customer Services Assistant and play a vital role in delivering excellent support to our customers every day. This is an exciting opportunity for a confident, customer-focused professional to work in a fast-paced housing contact center, helping resolve enquiries at the first point of contact and making a real difference to the lives of our residents.

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 please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications

About Homes in Somerset

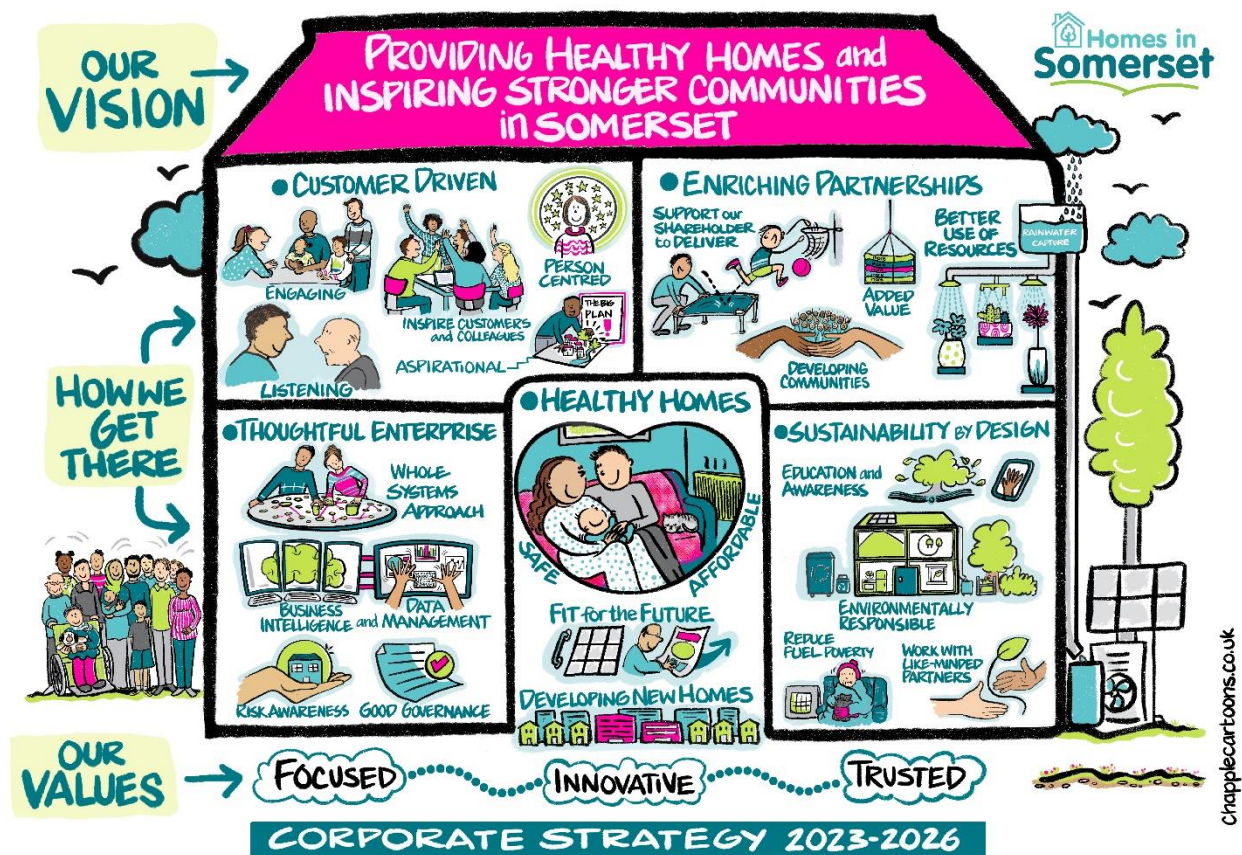
Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to provide safe, affordable, healthy homes for the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards five core strategic themes.

Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title:	Customer Services Assistant x4
Contract Type:	Fixed Term – 12 Months
Salary:	£28,142 to £29,540 depending on experience
Annual Leave:	25 Days plus bank holidays

Role Purpose

This is a front-line contact centre role responsible for handling high volumes of customer contact, primarily via telephone, within a busy housing service supporting approximately 10,000 homes.

The primary purpose of the role is to resolve customer enquiries at the first point of contact wherever safe, appropriate and within agreed authority, while delivering a high-quality, customer-focused service.

The role focuses on First Contact Resolution (FCR). This means resolving the customer's enquiry fully at the initial point of contact without the need for repeat contact or avoidable escalation. This includes completing all appropriate actions, providing accurate information, managing expectations, and making decisions within the scope of the role.

Where first contact resolution is not possible, the advisor remains responsible for ensuring a clear, accurate handover and keeping the customer informed of next steps and timescales.

The role carries an expectation to resolve a minimum of 80% of customer contact at first point of contact.

Key Responsibilities

What will I have to do?

You will:

- Act as the first point of contact for customers, contractors and external partners, primarily via telephone, managing high volumes of inbound calls in line with agreed service standards.
- Resolve a minimum of 80% of customer enquiries at first point of contact wherever possible, reducing avoidable repeat contact and improving customer satisfaction.
- Take ownership of customer enquiries from first contact through to resolution or effective escalation, ensuring clear and timely communication throughout.

- Accurately assess, log and resolve a wide range of housing-related enquiries at first contact, including repairs, income queries, general housing enquiries and reports of anti-social behaviour.
- Raise and manage repair requests for occupied properties, communal areas, estates and empty homes, including damp and mould cases, in line with policy, procedure and Awaab's Law requirements.
- Manage customer expectations from first contact by clearly explaining actions, priorities, timescales and next steps.
- Identify, respond to and escalate safeguarding concerns and customer vulnerability appropriately, including domestic abuse and residents requiring reasonable adjustments.
- Provide a professional face-to-face reception service on a rota basis during office opening hours.
- Respond to customer contact received through other channels including email, online forms, social media and reception, while maintaining telephone demand as the primary priority.
- Use all relevant IT systems confidently and accurately to record contact, update cases and extract information in line with General Data Protection Regulations (GDPR) and information governance requirements.
- Work collaboratively with operational teams and contractors to ensure enquiries are resolved efficiently and to a high standard.
- Identify repeat contact themes and potential failure demand and feedback insights to support continuous service improvement.

Knowledge, Skills and Experience

What do I need to be successful?

- Be able to evidence substantial experience working in a customer-focused Contact Centre or high-volume call-handling environment.
- Demonstrate excellent verbal and written communication skills, with the ability to explain complex information clearly and confidently then relaying that information in written format within case and contact management recording.
- A good understanding of the role of social housing, or the ability to acquire housing related knowledge.
- Excellent interpersonal skills including listening, empathy and problem solving, particularly when dealing with distressed, frustrated or vulnerable customers.
- Evidence strong listening, empathy, and problem-solving skills, particularly when dealing with challenging or distressed customers, by both phone and in person.
- Ability to remain calm, professional and solution focussed under pressure
- Confidence using multiple IT systems simultaneously while maintaining accurate records and customer focus.
- Ability to balance call handling performance with quality, accuracy and right first-time resolution.

How will I evidence my success?

I will ...

- Consistently achieving or exceeding first contact resolution targets.
- Effective management of inbound call demand while maintaining high standards of call quality and customer care.
- Accurate and timely recording of contact, actions and outcomes, contributing to reduced repeat contact.
- Positive customer feedback and evidence of empathetic, professional service delivery.
- Effective handling of complex or challenging enquiries, including appropriate safeguarding responses.
- Achievement of agreed key performance indicators (KPIs).
- Displaying and demonstrating behaviours that reflect our Values as an organisation and putting our Customers First.

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.
- Access to discounts for sport, leisure, and entertainment activities.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 15 May 2026
Closing date	Friday, 12 June 2026
Shortlisting	Ongoing
Formal interviews	By invitation

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsomerset.org) (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 proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

We reserve the right to withdraw this vacancy at any stage of the recruitment process if suitable candidates are identified and appointed before the advertised closing date.

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 **Friday, 12 June, at midnight.**