

Role Profile

Customer & Business Support Assistant

Community Housing Team

Reporting Structure	Reporting directly to the Community Team Manager and contributing to Loreburn's Housing Services Directorate
Salary Band	<p>Band C: £22,403 - £28,379</p> <p>New appointments are expected to start at the lower end of the pay scale.</p> <p>Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.</p>
Workbase	<p>Home based, with opportunities for accessing co-working space in Loreburn's hubs across the region.</p> <p>A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace.</p> <p>Travel as needed to in person meetings and training is a requirement.</p>

Role Purpose

To provide a first point of contact service across multiple channels, phone, email and live chat facility providing advice on housing applications, tenancy enquiries, rent collections whilst also taking feedback on our services and responding to complaints at the first point of contact. You will process various tenant satisfaction surveys linked to call handling, complaints and anti-social behaviour.

The role is responsible for working collaboratively with others and ensuring housing administrative tasks are completed in a timely manner including the advertising and allocations of homes, rent recovery, tenancy management, assisting with tasks linked to the void process as well as providing general administrative support to the wider team. This can include the preparation of departmental reports in relation to Key Performance Indicators (KPIs) and tenants' satisfaction. The role is varied and attention to detail is key.

Key Responsibilities

- Delivering a friendly and helpful response to all enquiries across a range of channels and in line with stated timeframes to ensure our tenants are kept updated.
- Updating our Customer Relationship Management system to ensure our communications are recorded and managed effectively
- Taking ownership of issues, focussing on providing solutions at first point of contact and keeping people up to date – all the while engaging your Mary Gober International training in customer experience skills
- Providing a first point of contact resolution to any complaints wherever possible.
- Placing adverts and letting homes in your area through Loreburn Lettings, working to meet targets and reducing the time our homes are empty.
- Liaising with applicants over Loreburn's housing application process, giving advice and assisting with arrangements for new tenants moving into their new homes
- Providing advice and assistance with a range of tenancy and property management issues
- Providing generic administrative support across the wider team.
- Assisting with rent collection and any administrative rent recovery actions
- Undertaking financial related tasks such as taking rent payments, arranging recharges to tenants and coding invoices
- Resolving and signposting queries around maintenance and repairs
- Liaising with your colleagues in the Asset and IHR teams for updates to tenants and work planning for void properties
- Providing ad hoc cover for social media and website maintenance.
- Keeping up to date with our service offers and our work alongside third sector partners to offer a range of services that enhance the lives and opportunities for our tenants and communities
- Supporting and attending organised events within local communities.
- Attending any in person training that has been arranged.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Your capabilities and character

Category	Requirement	Essential or Desirable
Qualifications	Educated to SVQ Level 2, National 5 or equivalent level of experiential learning	E

	Basic knowledge and competence (as a minimum) with MS Word, Teams, Excel and Outlook	E
	CIH Level 2 qualification	D
	Evidence of continuous learning and development linked to a relevant subject	D
Knowledge & Experience	Have housing sector knowledge or experience or customer service experience in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role	E
Abilities, skills and attitude	Excellent customer service skills with ability to represent self and organisation positively, while taking a caring and compassionate approach.	E
	Confidence in making independent decisions and taking a proactive approach to problem-solving and decision-making.	E
	Are resilient and can remain a positive contributor even when things get difficult	E
	Strong interpersonal skills communicating clearly and effectively and able to navigate sensitive situations with tact and diplomacy. Able to demonstrate empathy and respect whilst also having the confidence to manage communications appropriately.	E
	ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams.	E
	Excellent time management and organisation skills with ability to plan tasks	E
	A collaborative mindset and ability to work effectively with others.	E
	Self-motivated with the ability to work autonomously and be comfortable with the degree of independent working the role entails.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Adequate internet connectivity from home and a suitable space to work from.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £22,403 - £28,379 with annual progression
- **Hours:** 35 hours each week – working Monday to Friday 9-5pm
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and up to 8% matched employer contributions with option for salary sacrifice.
- **Probationary period:** 6 months
- **Access to broadband** and an adequate space to work from is required of this post

Discretionary Benefits

- Flexible Working
- Employee Discounts
- Family Friendly Policies
- Health & Wellbeing including Westfield Health Cover
- Learning and Development Culture

The Loreburn GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -



GROWTH MINDSET

We aim to be the best and continue to learn, grow and change to achieve this.



RESPECT

We care about all that we do and how we do it.



EXCEPTIONAL TENANT EXPERIENCE

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



ACCOUNTABLE

We are responsible for all that we do and we're happy to learn from our successes or failures.



TOGETHER

We deliver our best results when we work as a team.

We believe our values create a positive and inclusive environment, enabling us to give our best and deliver GREAT services, and GREAT places to live.

If you'd like to be part of that, apply to join us!