

## Role Profile

# Customer & Business Support Assistant (CBSA)

## Housing Services

<b>Reporting Structure</b>	Reporting directly to the Customer & Business Support Manager Team Manager and contributing to Loreburn's Housing Services Directorate.
<b>Salary Band</b>	<b>Band C:</b> New appointments are expected to start at the lower end of the pay scale. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
<b>Contract &amp; Hours</b>	Permanent - 35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break)
<b>Workbase</b>	<b>Home based</b> , with a requirement to regularly attend in person meetings and training events in Dumfries and other locations across the region. Loreburn reserves the right to appoint a notional base.  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.

## Role Summary

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.

## **Our Service Commitment**

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our Mary Goeber International (MGI) customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, it's essential that the postholder shares this commitment, helping us deliver an exceptional service experience for everyone we connect with.

## **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
- Updating Loreburn's website and scheduling/issuing posts to social media platforms.
- Providing a first point of contact resolution to any complaints wherever possible.
- Placing adverts and letting homes 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.
- Undertaking financial related tasks, eg. taking rent payments.
- Resolving and signposting queries around maintenance and repairs

- Liaising with your colleagues in the Property Services and In House Repairs teams for updates to tenants and work planning for void properties
- 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

## General

- Take responsibility for own professional development, participating in training and learning opportunities and keeping up to date with changes in legislation, standards and best practice.
- Comply with organisational policies and procedures.
- Demonstrate awareness of own wellbeing and safeguarding responsibilities in all duties.
- Promote Loreburn's values and commitment to high quality service and tenant focus through all work activities.
- Support team projects by assisting with planning, monitoring, risk identification, and reporting progress as required.
- Help maximise effective use of information technology systems to support efficient service delivery.
- Contribute to the continuous improvement of services by identifying opportunities for quality assurance checks and service reviews.
- Provide support to other teams as and when required to meet service requirements and customer service related duties. This may include project working and/or job rotation.
- Work effectively as part of a remote team, attending in person meetings and training sessions as required.

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.

## Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Educated to SVQ Level 3/4, National 5 A – C or equivalent, eg. GCSE Grades A – C in maths and english.	E
	Administration or customer service qualification or able to demonstrate experience of working in a similar environment. (We welcome candidates currently studying for any related qualifications). Willingness to study for any qualifications relevant to the post.	E

	CIH Level 2 qualification	D
<b>Knowledge &amp; Experience</b>	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
<b>Abilities, skills and attitude</b>	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
	Demonstrates personal accountability by understanding what is expected, delivering work to a high standard, addressing issues promptly and escalating matters appropriately when needed.	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, Outlook, Word, Excel, MS Surveys, PowerPoint.	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
<b>General</b>	Adequate internet connectivity from home and a suitable space to work from that can be productive, private and comfortable.	E
	Flexibility, including a willingness and ability to travel to accommodate meetings or training sessions and occasional working outside of core hours to meet tenant or organisational needs.	E

	Possession of a full UK driving licence and access to a vehicle with suitable insurance cover for business purposes.	D
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A basic disclosure will be required for this role.

## Summary of Key Terms & Conditions

- **Salary:** £ - £ 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:** 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 6 months/3 months (external/internal appointments)
- **Access to broadband** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

## Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Health & Wellbeing initiatives
- Paid volunteering days
- Learning and development culture

## Loreburn's 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 -



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.