|  |  |
| --- | --- |
| **Job Title:** | **Customer Services Assistant** |
| **Department:** | **Corporate Services** |
| **Location:** | **Westhill/Home Working** |
| **Reports to:** | **Director of Corporate Services** |

|  |
| --- |
| **Role Purpose** |
| *Write a short description of the role below:* |
| The job holder is responsible for:  Providing first point of contact for tenants and visitors via telephone and office reception and providing administrative assistance and support to the Housing and Asset Management teams to ensure that Osprey Housing can provide the best possible service to our tenants.  The Customer Services Assistant takes responsibility for operating agreed procedures in processing repairs/alteration, arrears, anti-social behaviour, provide statistical information, filing and general administrative duties. |

|  |  |
| --- | --- |
| **Areas of Responsibility** | |
| Financial: | N/A |
| Direct Reports: | N/A |
| Resources: | N/A |
| Operating Environment: | Office/Home based. First point of contact for phone, email, social media and in person which on occasions includes dealing with hostile customers. |

|  |  |
| --- | --- |
| **Accountabilities** | |
| 1. | Provide excellent front line customer service to all tenants, clients and service users making contact with the Group. |
| 2. | Deal with and take action on relevant issues following contact by customers in accordance with the agreed procedures (including rent arrears, tenants  alterations, and anti-social behaviour) |

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|  |  |
| --- | --- |
| 3. | Establish and maintain tenant and property files in accordance with agreed procedures |
| 4. | Support the Housing and Asset Management Teams in the carrying out of their duties. Prepare and send out mail merges as and when required |
| 5. | Operate to agreed procedures in processing repairs/alteration, arrears, anti- social behaviour, collating statistical information, filing and general administrative duties |
| 6. | Take responsibility for distributing incoming mail and processing outgoing mail, ensuring it is passed onto CEO and management team or appropriate member of staff to ensure that it is dealt with efficiently and within agreed times |
| 7. | Liaise with the Housing Services Director in dealing with all complaints received, to ensure the appropriate action is taken, and that they are dealt with according to agreed procedure |
| 8. | Liaise with TSC and collate and process court paperwork and invoices |
| 9. | Process and point all internal transfer applications receive, complete appropriate spreadsheet and send letter accordingly |
| 10. | Take responsibility for distributing incoming enquiry emails and website/social media enquiries |
| 11. | Support to other teams out with office environment and out with normal working hours as required. Serving NOPs etc |
| 12. | Receive visitors to the office, organising hospitality when required, and dealing courteously with those who arrive without an appointment |
| 13. | Process all new tenancies for onto the IT system, ensuring all payments made are processed and relevant forms passed on to the council within the agreed timeframes |
| 14. | Type confidential and routine letters, reports, tables, forms, newsletters etc. in accordance with agreed timetables |
| 15. | Ensure that the agreed administration, both computerised and manual, of all areas of responsibility is up to date |
| 16. | Ensure continuity of work, and that we are all meeting the needs of the organisation, its tenants, board members and business contacts |
| 17. | Liaise with contractors over repairs/servicing and updates by telephone, letter, email and fax |
| 18. | Liaise with Councils over nominations/transfers/ benefit queries by telephone, letter, email and fax |
| 19. | Maintain a good working relationship between the departments by team meetings and other communication methods i.e. telephone and e-mail |
| 20. | Download and process all payments received in person and from housing officers and processing Allpay payments. Record and send appropriate letters for failed payments, etc |

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|  |  |
| --- | --- |
| 21. | Set up direct debits, order Allpay cards for the Group and also take payments over the phone |
| 22. | Process all Housing Benefit payments received for OH and OI |
| 23. | Update the IT system with Housing benefit, send appropriate letters and liaise with Housing Benefit as required |
| 24. | Update These Homes system as required. Deal with telephone enquiries relating to it |
| 25. | Deal with OI enquiries as required. Keep up to date on properties available by checking the website |
| 26. | Prepare sign up packs for Housing Team |
| 27. | Agree value and process refund request forms |
| 28. | Take and log receipt of keys appropriately |

|  |  |
| --- | --- |
| **Professional and Behavioural Skills, Educational Requirements** | |
| **Professional Skills** | |
| Professional skills are experiences within certain fields of work eg technical expertise required for the role; demonstrate the level of problem solving and know how required | |
| Essential: | * Relevant experience in busy office environment * Relevant experience in delivering excellent customer service * Excellent word processing and IT skills, including experience of using Word & Excel * Excellent communication skills, both verbal and written * Exceptional telephone skills * Good organisational skills and the ability to prioritise workload * Ability to work in busy, high pressured environment * Good computer skills and ability to use office equipment such as switchboards, fax machines and photocopiers * Good written and numerical skills |
| Desirable: | * Experience within a Housing environment |
| **Behavioural Skills** | |
| Behaviour skills are how the job holder is required to successfully interact with others internally and externally to achieve business goals e.g. initiative, results orientated, teamwork, leadership | |

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|  |  |
| --- | --- |
| Essential: | * Outgoing and confident with a pleasant personality, and enjoy dealing with the public * Calm under pressure at stressful times * Courteous, but firm, when dealing with difficult, impatient or distressed people * Efficient and well organised and be able to work on your own initiative * Conscientious * High level of commitment to customer care * Flexible approach to work * Ability to work with others and understanding of the benefits of team working |
| Desirable: |  |
| **Education Requirements** | |
| Essential: | * Good standard of educational attainment including pass at Standard Grade/SVQ or equivalent in English |
| Desirable: |  |

|  |  |  |
| --- | --- | --- |
| **Signatures** | | **Date** |
| Postholder(s) |  |  |
| Manager |  |  |

Page **4** of **4**



Post applied for: ……………………………………………………

# PERSONAL DETAILS

Surname: ……………………………………………………….. First Name: ……………………………………………………….. Address where we can write to you:

………………………………………………………..

………………………………………………………..

………………………………………………………..

……………………………………………………….. Post Code ……………………………………….

Email address …………………………………………………………………………………………….

If you can be contacted during the day by phone, please give the number:

………………………………………………………..

If you have a telephone at home, please give the number: ……………………………………………………….. Do you hold a current driving licence? (Delete as appropriate) YES / NO

Is it clean? (Delete as appropriate) YES / NO

If NO please give details:

……………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

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………………………………………………………………………………………………………………………………………………………

# ELIGIBILITY TO WORK IN THE UNITED KINGDOM

If your application is successful we will need to see evidence that you are eligible to work in the UK before you commence employment.

Are you eligible to work in the UK? (Delete as appropriate) YES / NO

If YES, please give your National Insurance number: ………………………………………………………..

If you do not have a National Insurance number we will ask you to produce other evidence of your eligibility to work in the UK if you are selected as the successful candidate.

# DISCLOSURE OF CRIMINAL CONVICTIONS

Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? (Delete as appropriate) YES / NO

If you have an unspent conviction we will look at it in relation to the job you have applied for before making a decision. All information will be treated in confidence.

If you have criminal convictions, not considered spent under the Rehabilitation of Offenders Act 1974 please give details:

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………

# EMPLOYMENT HISTORY

Please give details of past and present work. This can be paid work, voluntary work or work from home. Start with the most recent.

## Current Employment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| From | To | Name of employer, job title and key responsibilities | Reason for leaving | Notice period |
|  |  |  |  |  |

**Previous Employment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| From | To | Name of employer, job title and key responsibilities | Reason for leaving | Notice period |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Please continue on a separate sheet if required.

# QUALIFICATIONS

Academic and / or professional or courses presently being studied.

|  |  |  |  |
| --- | --- | --- | --- |
| Institution | Qualifications | Class / Grade Result | Year obtained |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# OTHER TRAINING / EDUCATION

Training – include any short course you have undertaken, e.g. night school, first aid, company training courses.

|  |  |  |
| --- | --- | --- |
| Details of course and outcome | Length of course | Year obtained |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# ADDITIONAL INFORMATION IN SUPPORT OF YOUR APPLICATION

Please continue on a separate sheet if required.

# REFERENCES

Please give the name and address of 2 people to whom references can be made. One of whom must be your current or most recent employer.

Name: ……………………………………………………… Name: ……………………………………………………… Company: ………………………………………………… Company: ………………………………………………… Address: …………………………………………………… Address: ……………………………………………………

…………………………………………………………………. ………………………………………………………………….

…………………………………………………………………. ………………………………………………………………….

Tel No: …………………………………………………….. Tel No: …………………………………………………….. Email: ……………………………………………………….. Email: ………………………………………………………..

Please tick box if you do not wish referees to be approached without prior permission.

# GENERAL INFORMATION

Where did you see / hear about this post? ………………………………………………………………….

Candidates with a disability are guaranteed a job interview subject to meeting “essential” criteria detailed in the Person Specification. Please indicate that you have a disability and wish to be considered under the disability guaranteed job interview scheme. (Delete as appropriate) YES / NO

# DECLARATION

I confirm that to the best of my knowledge the information I have provided in this application is correct.

1. I am / am not related in any way to a Board member of the Osprey Housing Group
2. I am / am not related to any member of staff, consultant, contractor or supplier to the Osprey Group. Schedule 7 of the Housing (2001) Act refers.

Signed: …………………………………………………………………. Date:

………………………………………………………………….

***Data Protection Act***

*By signing this application form you consent to the Osprey Housing Group using and keeping information about you, provided by you or by third parties i.e. referees, relating to your application for future employment.*

# EQUAL OPPORTUNITIES POLICY STATEMENT

Osprey Housing Group is committed to ensuring and promoting diversity and equality of opportunity in housing, employment and the provision of services for all people within its range of work. We welcome applications from all sections of the community.

Osprey Housing Group aims to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, marital status, age, race, colour, nationality, ethnic or national origin, religion or disability, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Please complete the Equal Opportunities monitoring form with your application form as this will help us to evaluate the effectiveness of our recruitment policies and practices. The information you provide will be treated as confidential and will not form part of the selection process.

Employing people with disabilities

Osprey Housing Group intends to implement the actions required to become a “Positive About Disabled People” employer.

All applicants who have a disability and meet the minimum criteria for the post will be interviewed.

Osprey Housing Group monitors its recruitment and selection procedures to ensure that it does not discriminate under any of the following laws on equality:

* Sex Discrimination Act 1975
* Race Relations Act 1976
* Equality Act 2010
* Employment Equality (Sexual Orientation) Regulations 2003
* Employment Equality (Religion or Belief) Regulations 2003

The information you disclose on completion of this monitoring form constitutes sensitive personal data as defined by the Data Protection Act 1998. The processing of this data for the purposes of monitoring equal opportunities is permitted under the Data Protection (processing of Sensitive Personal Data) Order 1999.

Your personal data may be held in a computerised system. The information you provide will only be used for monitoring purposes, it will be treated in strict confidence and will not form part of the interviewing process. This form will be detached from your application form on receipt and will be kept separately.

## General Data Protection Regulations Statement

**Why are we informing you of this?**

At the Osprey Group we place great importance on our relationship with our users and we want to ensure that you fully understand why and how we collect and use your personal information in order to help you with your application.

To this end we have prepared the following statement which explains our approach to your personal data and why we need it, and how you can manage your data.

## What type of data is collected?

We usually collect the following data, although exactly what we have stored about you may vary depending on which of our posts you have applied for: name, email address, contact details, skills and a CV file/any supporting documents you may have sent us.

## Why do we need your personal data?

In order to be able to process your job application, we need to know who you are, how to contact you, what your skills are, and a copy of your CV.

## Who has access to your personal data?

Osprey Housing are the data processors and controllers and as such our management and employees may have access to your details, as governed by our Privacy policy.

## How long will we keep your personal data for?

If you are not successful in your application any information you supply may be retained for a maximum of one year from the date of interviews. Successful candidates documents will be transferred to a personal file which will be retained for 5 years following the termination of your employment as governed by our Privacy policy.

## Who can you contact to discuss this further?

Please contact us at [**enquiries@ospreyhousing.org.uk**](mailto:enquiries@ospreyhousing.org.uk)

**Equality Monitoring Form: Osprey Housing**

Osprey Housing uses this information to review compliance with its policies on equal opportunity in relation to recruitment. We will use this data to inform our statistics on the representation of the categories of individual as shown below. We will treat all personal information in line with current data protection legislation and our privacy policy.

Your personal data may be held in a computerised system. The information you provide will only be used for monitoring purposes, it will be treated in strict confidence and will not form part of the interviewing process. This form will be detached from your application on receipt and will be kept separately.

In order for us to process this information and to comply with data protection legislation, we require your consent. You are not required to give your consent; you acknowledge that any consent given is freely given. Your job application is not dependent on your giving consent to our processing of this data.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting [*cruxton@ospreyhousing.org.uk*](mailto:cruxton@ospreyhousing.org.uk)

|  |  |
| --- | --- |
| **Signature:** |  |
| **Date:** |  |

**Protected Characteristic: Age**

|  |  |
| --- | --- |
| **What is your age** |  |
| **Prefer not to say:** | |

**Protected Characteristic: Belief or religion**

Please tell us what best describes your belief or religion from the list below?

|  |  |
| --- | --- |
| No specific belief in religion (for example, atheism or agnostic): |  |
| Other belief (for example, humanism): |  |
| **Prefer not to say:** | |

Religious belief (Please insert an X at the relevant religious belief box, using the checklist below)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Buddhism: | | |  | | |  |
| Christianity; | | |  | | |  |
| Catholic: |  | Protestant: |  |  | Other: |  |
| Hinduism: | | |  | | |  |
| Islam: | | |  | | |  |
| Judaism: | | |  | | |  |
| Sikhism: | | |  | | |  |
| Other religion (please state what this is): | | |  | | | |
| **Prefer not to say:** | | | | | | |

Please use the space below to advise us if you have any particular requirements relating to your beliefs or religion.

|  |  |
| --- | --- |
|  | |
| Alternatively, please insert an X in this box if you want to discuss this  matter in confidence: |  |
| **Prefer not to say:** | |

**Protected Characteristic: Disability**

|  |  |  |
| --- | --- | --- |
| Are you a disabled person? | Yes | No |
| **Prefer not to say:** | | |

If yes, we will contact you to discuss and arrange reasonable adjustments to address your particular requirements.

Please tell us which category you would use from the following list:

|  |  |
| --- | --- |
| Autoimmune: (for example, multiple sclerosis, HIV, Crohn’s/ulcerative  colitis) |  |
| Learning difficulties: (for example, Down’s Syndrome) |  |

|  |  |
| --- | --- |
| Mental health issues: (for example, depression, bi-polar) |  |
| Neurodivergence conditions: (for example, autistic spectrum, Dyslexia,  dyspraxia) |  |
| Physical impairments: (for example, wheelchair-user, cerebral palsy) |  |
| Sensory impairments: (hearing impairment) |  |
| Sensory impairments: (visual impairment) |  |
| Other: If none of the categories above apply to you, please specify the  nature of your impairment. |  |
| **Prefer not to say:** | |

Please use the space below to advise us if you have any particular requirements.

|  |  |
| --- | --- |
| Alternatively, please insert an X in this box if you want to discuss this  matter in confidence: |  |
|  | |

**Note**: We ask this question so that we can make reasonable adjustments to address your specific needs through the recruitment process as appropriate.

**Protected Characteristic: Ethnicity**

Within the Equality Act 2010, race includes colour, nationality and ethnic origins (ethnicity). In this section, we make use of all three terms in line with the national census. Please insert an X at the box that best describes your particular group.

**African**

|  |  |
| --- | --- |
| African, African Scottish or African British: |  |
| Other African background (please specify): |  |

**Asian, Scottish Asian or British**

|  |  |  |
| --- | --- | --- |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British: | |  |
| Indian, Indian Scottish or Indian British: | |  |
| Pakistani, Pakistani Scottish or Pakistani British: | |  |
| Chinese, Chinese Scottish or Chinese British: | |  |
| Other Asian background (please specify: |  | |

**Black or Caribbean**

|  |  |
| --- | --- |
| Caribbean, Caribbean Scottish or Caribbean British |  |
| Black, Black Scottish or Black British |  |
| Other Caribbean or Black background (please specify) |  |

**Mixed groups**

Mixed or multiple ethnic group (please specify)

**White**

|  |  |
| --- | --- |
| Scottish: |  |
| English: |  |
| Northern Irish: |  |
| Welsh: |  |
| Gypsy or Irish Traveller: |  |
| Polish: |  |
| Roma: |  |
| Other group (for example, French, German, Swedish etc): Please specify | |
| **Prefer not to say:** | |

**Protected Characteristic: Marriage and Civil Partnership**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you presently in a civil partnership? | Yes |  | No |  |
| Are you presently married? | Yes |  | No |  |
| **Prefer not to say** | | | | |

**Protected Characteristic: Pregnancy and Maternity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you pregnant? | Yes |  | No |  |
| Have you taken maternity or paternity leave in the  past year? | Yes |  | No |  |
| **Prefer not to say** | | | | |

**Protected Characteristic: Sex**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| What is your sex (assigned at  birth) | Female |  | Male |  | Intersex |  |
| **Prefer not to say** | | | | | | |

**Protected Characteristic: Gender Re-assignment (Trans/Transgender)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Do you consider yourself to be a trans person? | Yes |  | No |  |
| **Prefer not to say** | | | | |

**Protected Characteristic: Sexual Orientation**

What is your sexual orientation?

|  |  |
| --- | --- |
| Bi/bisexual |  |
| Gay man |  |
| Heterosexual/straight |  |
| Lesbian |  |
| Other |  |
| **Prefer not to say** | |

**General**

|  |  |
| --- | --- |
| Please mark this box if there are any issues that you want to discuss  with us in confidence in relation to our equality monitoring |  |