



Spring | Housing Association

Customer Services Assistant

Applicant Information Pack

Full-time / permanent position

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment.

Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness
- To assist people on a journey away from housing need towards a future of stability, happiness, and independence

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ nearly 100 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- "I like the can-do attitude."
- "Great variety of work and pleasant people and atmosphere".
- "The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom."

Comments from New Starters – February 2020

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

Thank you from Dominic Bradley



Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert: Customer Services Assistant

We are currently looking for a Customer Services Assistant to work at our Head Office in Birmingham to provide front line reception service and general administrative support to the housing and wellbeing teams.

The aim of the role is to provide a high quality, professional reception, telephony and administrative service. The role will involve providing a frontline service to customers, staff and visitors, providing help and advice.

Duties also include:

- Distributing all incoming mail and ensure outgoing mail is dispatched. To organise and maintain filing and information systems, including electronic systems.
- Process general repairs where required and escalate issues where necessary. Liaise with repairs team and residents on planned work.
- To assist with monitoring and recording details of all stock held on site, including stationary orders and receive deliveries. Contact suppliers for estimates for items required for stock replenishment.
- To support with housing management administration including setting up new tenancies and key management.

Experience Requirements:

- Excellent customer service skills
- Previous experience working in customer service
- Strong knowledge of MS packages Word and Excel
- Good attention to detail
- Ability to work towards deadlines

- Previously worked in social housing would be desirable.

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview, you will also need to complete an application form. For further information please refer to our Applicant Information Pack – www.springhousingassociation.org.uk/recruitment

Covid 19 Statement

In line with the UK governments Covid 19 guidance and to ensure health and safety of our staff, currently Spring are conducting interviews online using Microsoft Teams or Zoom.

If you are invited to interview, you will be provided with full details on how to access the online interview. If you do not have access to IT, please email recruitment@springhousing.org.uk so that we support you, where possible.

For further information please visit the links provided below:

MS Teams:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Zoom:

<https://zoom.us/download>

Job Description and Person Specification

Section 1 - Role

Post:	Customer Services Assistant
Reporting to:	Customer Services Manager
Directive:	Central Services
Grade/Salary:	£9.50 per hour
Car user:	N/A

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

Section 2 - Key Tasks and Responsibilities

OVERALL JOB PURPOSE

We are currently looking for a Customer Services Assistant to work at our Head Offices in Birmingham to provide front line reception service and provide general administrative support to the housing and wellbeing teams.

Section 3 – Duties

1. Deal with front line contact from customers, stakeholders, and contractors over the phone or in person. To provide information and advice in a prompt, efficient and helpful manner in accordance with Spring Housing Association's operational policies and procedures
2. To receive and respond to enquiries on all housing management matters including referral applications and DWP & benefit forms, rent collection, and rent account statements, setting up new tenancies, notice of termination of tenancy or occupancy agreements and the management of keys & fobs (key control management)
3. Must have excellent communication skills, along with being able to multi-task.

4. Ensure all complaints and compliments are registered in line with Springs policies and procedures
5. Promptly processes requests for repairs. To update the computer system and liaise directly with maintenance staff and contractors to book repairs and establish progress
6. To set up new accounts, query council tax and utility bills and ensure that charges are correct considering void periods
7. To use and operate the computer systems as appropriate, in particular the Housing Register, housing software and management databases and ensure customer details are up to date
8. Provide general secretarial and administrative assistance including arranging appointments and diary management, processing incoming and outgoing mail, general word processing, minute taking, setting up files and maintain filing systems and updating publications for tenants.
9. Assist with the organisation of meeting requirements, including the booking and preparation of rooms for meetings, making sure that the equipment, supplies, and refreshments are organised
10. To order and distribute stationery and other equipment. To maintain stocks as appropriate.
11. Assist with the collation of statistical reports, management information and Board reports
12. Provide human resources administration support including the following.
 - *Recruitment (booking interviews, placing adverts, logging application form, and rejecting candidates)*
 - *Induction (setting up new starter files, carrying out pre-employment checks such as references and DBS, arranging corporate induction)*
 - *Learning and Development (updating training records, filing)*
 - *Annual Leave (monitor holiday arrangements, holiday entitlements)*
 - *General Administration (processing leavers, references, filing etc.)*
13. To undertake special projects as directed
14. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
15. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring in a professional manner at all times.
16. To participate in team meetings, supervisions and other review meetings and demonstrate a commitment to your learning and professional development.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent grade A-C) or equivalent 	✓	
Experience		

<ul style="list-style-type: none"> • Experience of carrying out administrative duties and working directly with the public • Experience of operating housing databases and computerised systems • Experience of working within policies and procedures • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively 	✓ ✓ ✓ ✓ ✓	
Knowledge and Understanding <ul style="list-style-type: none"> • Good understanding of IT systems including word, excel, email • Understanding of the need for and observe confidentiality and data protection at all times • Understanding of health and safety 	✓ ✓ ✓	
Abilities and Skills <ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Able to carry out basic calculations • Able to maintain accurate records, both electronic and written • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast-moving environment 	✓ ✓ ✓ ✓ ✓ ✓ ✓	
Behaviours <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies 	✓ ✓ ✓ ✓	

<ul style="list-style-type: none"> • Promotion of equality of opportunity for vulnerable people • Recognise and value all aspects of diversity 	✓	
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> • Full driving licence and access to a vehicle • DBS Check 		✓