

# JOB PACK

Quality & Research Assistant



Creating homes.  
Building lives.



Jigsaw

# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days)
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities and much more. Please visit the benefits page on our website for more information.
<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Medical Clearance:</b>	In addition, any offer is also subject to medical clearance from our Occupational Health Provider before appointment.
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

Do you have an enquiring mind, analytical skills and the tenacity to improve things for our tenants and customers? Working within the Corporate Services Directorate in the Chief Executives Department, your role will contribute to the development of excellent service delivery across all teams within the Group and promote continuous improvement through investigations into tenant and customer feedback including complaints and enquires.

### **Role Information:**

As a Quality & Research Assistant, you will support the team through the life of a case, prioritising and responding to enquires and customer feedback, managing incoming information and preparing case files.

You will require a balance of qualities: experience of dealing with customer enquiries, particularly on the telephone and by email in a confident professional manner. You will require excellent written communication skills and attention to detail.

You will provide admin support to the team which may include research or data cleansing work

This is a role with a demanding workload, competing demands and pressures so being able to plan, organise and prioritise using a methodical approach is essential.

Good IT skills are required, with experience across the Microsoft Office suite and ideally the Group's internal customer contact and housing management systems.

You will be an excellent team worker with the ability to build relationships at all levels throughout the organisation and with stakeholders.

**Responsible to:** Head of Chief Executives Department

## MAIN TASKS OR ACTIVITIES

1. To ensure complaints are correctly recorded and administered and undertake some investigations of complaints and dissatisfaction ensuring they are responded to within the Groups Policies and Procedures.
2. To ensure MP and Councillor Enquiries are correctly recorded and administered and coordinate timely and comprehensive responses.
3. To provide a response to enquiries and complaints on behalf of the Group Chief Executive when required.
4. Provide support for call backs requests and follow up responses to customer satisfaction surveys.
5. Provide a caring, helpful and unbiased attitude towards all customers.
6. Prepare evidence to support requests from external regulatory bodies and agencies such as the Housing Ombudsman Service.
7. To contribute to team research tasks arising from the Chief Executives Department or Executive Management Team to support decision making and actions.
8. To promote opportunities for innovation and service improvement within the Group and develop a strong awareness of continuous improvement.
9. Support managers in the preparation of responses to Subject Access Requests.

10. Liaise with other teams providing them with support about the Jigsaw complaints process.
11. Ensure you work in accordance with the Groups Data Protection Policy.
12. Ensure you work in accordance with Group values and behaviours at all times.
13. Carry out any duty requested commensurate with the position.
14. To be a proactive member of the team supporting the departments 'one team' approach.
15. Follow all group policies and procedures, and statutory legislation / guidance, in accordance with the role and to attend mandatory training when requested to ensure compliance with Group policies and procedures.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
17. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

## Candidate Requirements

### Candidate Requirements:

- Qualifications demonstrating sound literacy & numerical skills (GCSE English & Maths A-C or equivalent)
- Experience of working in a customer orientated environment with a positive attitude towards resolving customer dissatisfaction and complaints
- Ability to build and sustain trusted relationships with a wide range of people including customers, members, staff and professionals from external organisations
- Ability to retrieve information from customers to provide them with the best possible service
- Excellent organisational skills with the ability to manage and organise own workload and meet deadlines.
- Good working knowledge of Microsoft Office
- Excellent written and verbal communication skills

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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