

# **JOB PACK**

**HOUSING AND CUSTOMER SPECIALIST**

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>Location:</b>	Cavendish 249, Cavendish Street, Ashton Under Lyne, OL6 7AT
<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 plus much more. See the benefits page on our website for more details.

<b>Probation period:</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>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks:</b>	<p>In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a></p>
<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

The Housing and Customer Team work within Jigsaw Homes Tameside Housing and Customer Hub, which is based at our head office at Cavendish 249, Ashton-under-Lyne.

The Housing and Customer Specialist Team consists of 4 Housing and Customer Specialists plus 1 Receptionist.

The team is reactive to the unexpected, learn from each enquiry and have the customer at the heart of all they do, therefore no two days are the same. We are passionate about excellent customers service and pride ourselves on mutually positive outcomes.

### Role Summary

This is a front-line, customer facing role, covering all the service area across the group. The service runs on a no appointment needed basis, where customers can call in for any housing related enquiry they have, therefore no 2 customer enquiries will be the same.

As a Housing & Customer Specialist, you will be supporting customers with complex needs, customers in crisis situations and customers who need to discuss sensitive /personal issues. This is a highly rewarding role that enables you to make a make a real difference to people's lives.

You will be responsible for delivering excellent customer care in line with company policies and procedures. You will be expected to take ownership of your enquiries, see them through to a resolution, record the customer journey on our Customer Relationship Management system and ensure all data we hold is relevant, correct and current.

**Responsible To** - Housing & Customer Manager

## MAIN TASKS OR ACTIVITIES

1. To carry out your role and live the Jigsaw Homes values in a way that leads to increasing levels of internal and external customer satisfaction.
2. Assisting customers to understand the lettings process, updating records, gathering information of a personal and sensitive nature and placing appropriate bids.
3. Handling customer repairs enquiries with the focus on getting it right first time, every time. Establishing the nature of the repair, logging it and liaising with the customer to book a mutually convenient appointment. When necessary, resolving follow up enquiries by working closely with other Departments across the group.
4. Checking rent accounts and payments plans to ensure the maximising of rent collection. Court Order liaising with the Revenues Team, taking appropriate action to clear the account. Assisting in the completion of application forms for funds that may clear arrears and/or cover gaps in payments. Monitoring new tenancy rent accounts to ensure they are in payment, maximising customer's income by way the offer of a food bank voucher, use of a community grocers and fuel allowance vouchers.
5. Providing resolutions regarding all tenancy matters in line with current legislation and clarifying the rights and obligations of both customer and company. Including processing end of tenancies, chasing keys and completing change of household details to ensure our records are correct and current.
6. Covering the reception desk to meet and greet our customers, take room bookings, manage the customer queue and take phone calls.

7. To be a pro-active member of the team; continually seeking to improve and develop your own skills and the performance of the team. Seek to improve processes, keeping value for money as a focus. Operate within and comply with our policies, procedures and values at all times.
8. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
9. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
10. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, Head of Jigsaw Support commensurate with the position.

## CANDIDATE REQUIREMENTS

### Candidate Requirements:

- Experience working in a face-to-face, customer focused environment with the ability to support customers with complex needs, providing customer support and dealing with the occasional difficult customer.
- Excellent customer care skills with the ability to gather information from customers in a sensitive, non-judgemental and patient way. Ability to deliver both positive and negative outcomes to customers in an understandable and empathetic manner, which manages customer expectations.
- Experience of using a Customer Relationship Management system or similar, along with knowledge and understanding of revenue collection, landlord repair obligations and local authority services.
- Taking personal responsibility for your commitment to continued professional development, keeping yourself up to date with change and sharing best practice.
- Ability to originate ideas to improve service delivery, take ownership of enquiries until their resolution, be organised, confident and thorough whilst working unsupervised.
- Have a flexible working approach to meet business needs and work co-operatively, sensitively, and effectively as part of a small team.
- Good understanding and able to work within the guidelines of GDPR.

# 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

Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

w: [jigsawhomes.org.uk](http://jigsawhomes.org.uk)  
t: 0300 111 1133  
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345  
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



**Jigsaw**

Creating homes. Building lives.

