

JOB PACK

CUSTOMER ADVISOR (CONNECT)

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

Location:	Cavendish 249, Cavendish Street, Ashton Under Lyne, Ol6 7AT OR Turner House, 56 King Street, Leigh, WN7 4LJ.
Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	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 with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training	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.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	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

As one of our in-house dedicated Customer Services team, you will be part of a business-critical service with a department that prides itself on delivering a first-class customer experience that consistently impresses our residents.

Connect, our customer contact centre, achieved its CCA (Customer Contact Association) Accreditation for the 10th year in a row demonstrating a consistent approach to service excellence.

The Contact Centre is at the heart of all that we do; going the extra mile to manage and resolve customer issues, making sure any complaints receive a timely response and having ongoing communication to help and support our customers whenever they need us.

Role Summary

You will be an excellent first point of contact for our customers with a whole range of enquires from requesting repairs and paying rents to housing applications, within a busy but supportive environment.

Responsible To: Supervisors/Managers within Connect

MAIN TASKS OR ACTIVITIES

1. Take telephone queries from residents, suppliers, etc achieving first-time resolution of the caller's request wherever possible, referring other queries to the appropriate colleague. The subject matter of queries will include (but not be limited to):

2. Repairs: booking repairs appointments; providing updates on the progress of repairs. Input out of hour repairs request and follow up deferred calls.

3. Liaise with external contractors ordering work where appropriate and chasing completions.

4. Raising property inspections.

5. Rent enquiries: confirming rent balances; making repayment agreements for tenants in arrears; ordering payment cards. Taking Payments (if DBS checked), Completing Referrals to the Money Advisors. Setting up Direct Debits.

6. Taking re-housing enquiries: providing information on the availability of properties; explaining how to apply for housing. Registering tenants on HomeSwapper. Registering interest in properties, checking eligibility and arranging viewings.

7. Processing reports of anti-social behaviour: taking details of complaints; referring callers to appropriate colleagues or agencies, setting up cases on React, sending out letters for Neighbourhood issues e.g Gardens.

8. Transferring calls when customers request to speak to employees.

9. Dealing with sales calls.

10. Inputting survey responses for Jigsaw 500.

11. Maintain accurate records of calls handled on the Group's housing management and repairs system.

12. Administer housing applications made to the Manchester Housing Register, SelectMove and Jigsaw waiting list. Make banding decisions for Choice Based Lettings.

13. Make calls to customers, e.g. to complete surveys; re-schedule appointments and review registrations.

14. Chasing recharges as necessary and ordering recharge cards.
15. Greet visitors to the office at reception, dealing with their queries or referring them to the appropriate colleague.
16. Carry out other administrative tasks to support the smooth running of the organisation.
17. Ensure you work in accordance with Financial Regulations at all times.
18. 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.
19. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
20. 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 or equivalent) • Experience of handling high volumes of telephone calls on a range of subjects • Experience of providing quality customer care to members of the public • Clear and accurate written work and data input • Ability to search and record information using in-house IT Systems • Ability to work under pressure and meet deadlines

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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