



Homes that change
people's lives

Job Advert: Customer Service Administrator - Housing Services

Details

Reference

002059

Salary

£25000

Department

Housing Services

Hours

36.5

Job Type

Permanent

Location

Head Office

Closing Date

Sunday, 29 June 2025

Planned Interviews

Monday, 07 July 2025

Job Description

HOURS: 36.5 hours - Monday - Thursday - 9am - 5pm Friday - 9am - 4pm

Elim Housing Group is a provider of affordable housing and support services in the West of England and Gloucestershire, our vision is 'to meet housing need and deliver homes that change people's lives'. Last year, our supported housing services helped to make a positive difference in the lives of over 1000 individuals or families. We are large enough to offer security, expertise and career progression, yet small enough to know our staff and neighbourhoods personally.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully:

- C Customers First – Customers are at the heart of our services and decision making.
- A Aspirational and Accountable – We are ambitious for our customers, staff, and stakeholders. We work with integrity, learn from mistakes and do what we say we will.
- R Results – We work hard and deliver great results for our customers and for Elim.
- E Everyone's view matters – We listen to understand, improve and build our services
- S Supportive – We tackle challenges head on and inspire each other to achieve our potential.

The role is based at Head Office based in Rudgeway, reporting to the Head of Housing Services.

Purpose and outcomes

- To provide an efficient and approachable customer service, ensuring effective communication with customers and stakeholders
- To assist with the delivery of a housing and maintenance service and support the work of the Asset Management teams.

- To be an ambassador for Elim Housing and represent our values and aspirations in delivering services.

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Key responsibilities

- To be the first point of contact for customers and residents, primarily over the telephone but also for visitors to Head Office, ensuring that the customers' experience with Elim is empathetic, responsive and efficient.
- To communicate proactively with customers and stakeholders to provide an excellent customer service.
- To provide a wide range of administrative and associated services to ensure the smooth running of Customer Services across all teams.
- To liaise with contractors, internal and external customers as appropriate to ensure a proactive and responsive maintenance service.
- Liaise with our customers to support the delivery of planned maintenance, major works and health and safety plans.
- To support the effective storage and use of customer data
- To collate information, provide reports, compile KPIs and arrange meetings where required to support the work of all teams.
- To work with our IT team to maximise the effective use and storage of customer data through current and future IT systems.
- Optimise the use of IT and relevant electronic systems to manage your workload, keep IT systems up to date and support officers with effective customer engagement.
- To provide administrative support to Housing Officers in coordinating / promoting customer engagement activities
- To contribute to the provision of cost effective and value for money services
- To develop services and contribute to other work as required.

Person Specification

What you will need to be successful:

- Excellent verbal and written communication skills to build and maintain positive relationships with internal and external customers.
- A good level of IT literacy, to include competence in using various Microsoft Office applications.
- The ability to quickly learn and master the use of new IT systems to effectively record and use customer and contract data.
- The ability to extract, interrogate and present data from IT systems and transfer data between systems
- An understanding of how equality and diversity considerations affect our customer service delivery.
- Excellent organisational skills, taking ownership of tasks and delivering to a high standard.
- To work independently and as part of team.

Benefits

Elim employees benefit from:

- 25 days annual holiday rising to 30 days.
- Annual paid day off for your birthday.
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

Contact Us

Units 3 & 4, Pinkers Court,
Briarlands Office Park, Gloucester Road,
Rudgeway, South Gloucestershire
BS35 3QH

Call: 01454 411172

Email: HR@ElimHousing.co.uk

About US

Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.