



Homes that change  
people's lives

## Job Advert: Customer Service Officer

### Details

---

**Reference**

000590

**Salary**

£23,500 per annum

**Department**

Housing Services

**Hours**

37.5 hours per week

**Job Type**

Permanent

**Location**

Rudgeway, near Thornbury, Bristol

**Closing Date**

Sunday, 26 September 2021

**Planned Interviews**

Wednesday, 06 October 2021

### Job Description

---

Elim Housing Association is a provider of housing and support services. We are a small association with around 1,000 properties covering a wide geographical area.

Our vision is 'to meet housing need and deliver homes that change people's lives.' Elim's aim is for our services and housing to serve as a platform for growth. We actively work with our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left our accommodation.

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.

This role is responsible for ensuring excellent customer service across our delivery areas and supports the housing teams. Based at Head Office, the role is varied and delivers effective communication with our customers at its heart.

What you will be doing:

- Delivering excellent customer care ensuring your communication is clear and concise.
- Answering calls and enquiries, dealing with them in a timely and efficient manner.
- Working with other staff members on projects and other work delivery where required.
- Responsible for the collation of data and statistics for key housing functions.
- Arranging mail outs and other customer care functions to support the business.
- Looking for the best outcomes for the business and our customers.
- Monitoring and updating our Key Performance Data.

# Person Specification

---

What you will need to be successful:

- Significant experience of delivering customer service.
- Ability to work to targets.
- Ability to work as part of a team whilst able to get on with the job
- Excellent written and oral communication skills.
- Experience of working with diverse communities.
- Experience of working in partnership.

For the full requirements of the role please see the Job Profile.

## Benefits

---

Elim employees benefit from:

- 25 days annual holiday rising to 30 days.
- Company pension.
- Life Assurance.
- Annual bonus subject to successful completion of objectives.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Onsite gym at Head Office.
- Free onsite car parking at Head Office.
- Flexi-time.

Full details of Elim's benefits are [here](#).

## 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](mailto: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.