



Homes that change  
people's lives

## Job Advert: Customer Service and Repairs Administrator

### Details

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**Reference**

000070

**Salary**

£19,000 per annum

**Department**

Asset Management

**Hours**

37.5 hours per week

**Job Type**

Permanent

**Location**

Rudgeway, near Bristol

**Closing Date**

Monday, 07 December 2020

**Planned Interviews**

Wednesday, 16 December 2020

### Job Description

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Elim Housing Association is a provider of 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'. Elim's aim for its customers is to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all 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 Elim 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.

The Asset Management team has grown and due to a promotion we are now recruiting for a Customer Service and Repairs Administrator. Working in a small asset team, you'll be the first point of contact for our customers, you'll provide an excellent customer repair service to our customers, primarily over the telephone, ensuring that the customers' experience with Elim is empathetic, responsive and efficient.

What you will be doing:

- Be proactive in ordering and arranging repair appointments, providing customers updates on appointments and carrying out satisfaction surveys on completed works.
- Accurately raise orders for works against Schedule of Rates Codes and issue to contractors and track their progress from start to finish. Obtaining weekly reports from contractors including uncompleted jobs and updating the Housing Management System (QL).
- Work closely with and provide administrative support to the Maintenance Surveyor.

- Provide a wide range of administrative and associated services to ensure the smooth running of the repairs service. information on repairs on compliance related repairs.
- Work closely with and provide administrative support to the Compliance Manager to cover holidays and sickness and provide information on repairs on compliance related repairs.

## Person Specification

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What you will need to be successful:

- Understanding and ability to provide excellent customer service.
- Ability to maintain clear, accurate and up to date records both written and electronically.
- Ability to communicate in a friendly, effective manner with customers, colleagues and third parties.
- Skilled in use of Microsoft office and experienced in accurate data entry to deliver administration and communication services.

Full details are in the Job Profile.

## Benefits

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Elim employees benefit from:

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

Full benefit details are [here](#)

## Contact Us

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Units 3 & 4, Pinkers Court,  
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BS35 3QH

Call: 01454 411172

Email: [HR@ElimHousing.co.uk](mailto:HR@ElimHousing.co.uk)

## About US

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### **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.