



# Customer Services Assistant

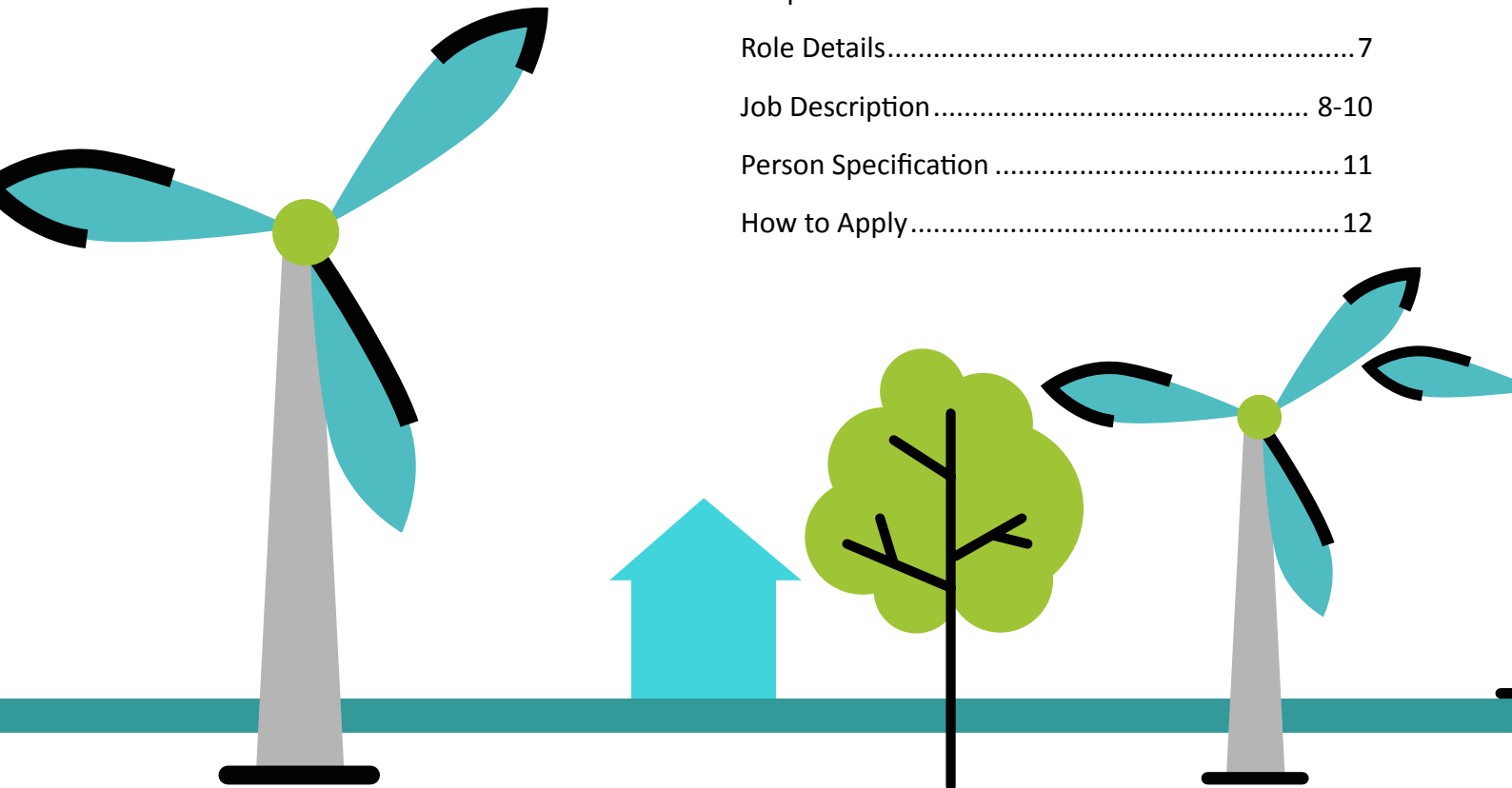
Recruitment Pack



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# Welcome

Dear Candidate,

Thank you for your interest in the Customer Services Assistant post at Ardenglen Housing Association.

We are an ambitious and award-winning housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people that are doing extraordinary things to deliver our Vision:

*By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.*

We're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

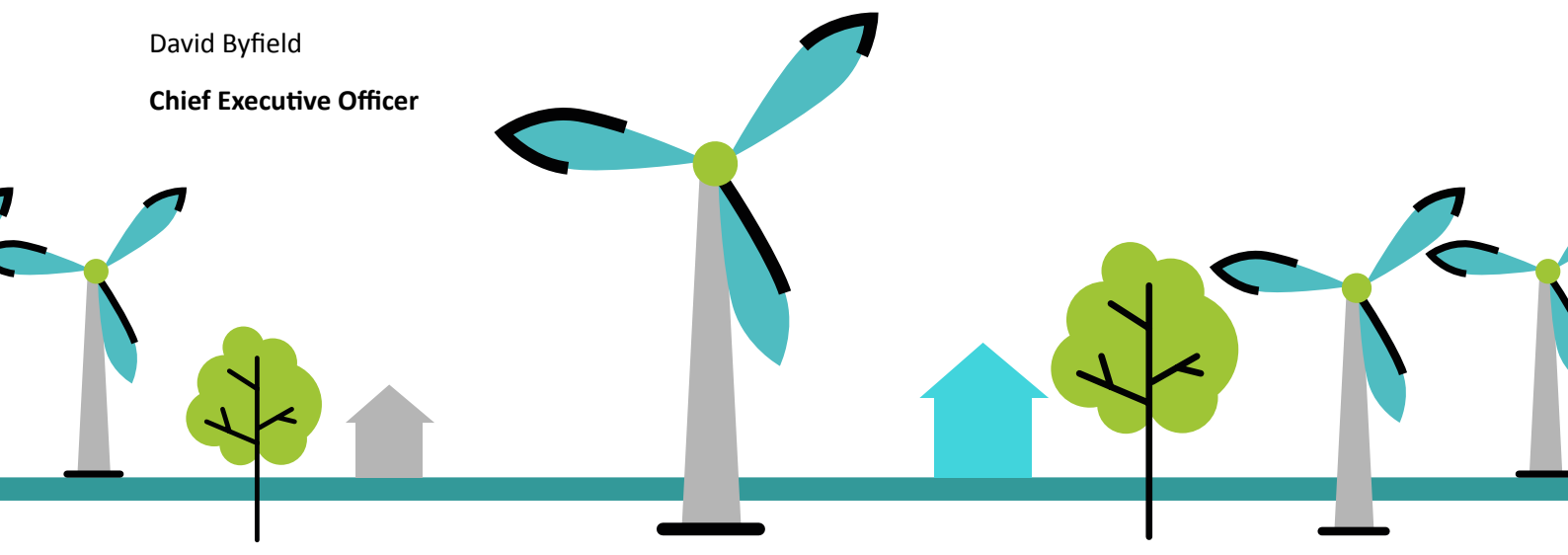
- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

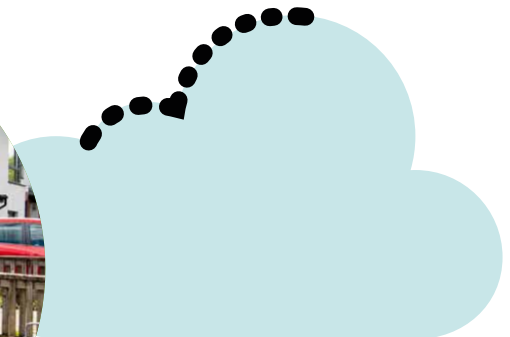
Thank you for your interest and we look forward to hearing from you.

David Byfield  
**Chief Executive Officer**





## About Ardenglen



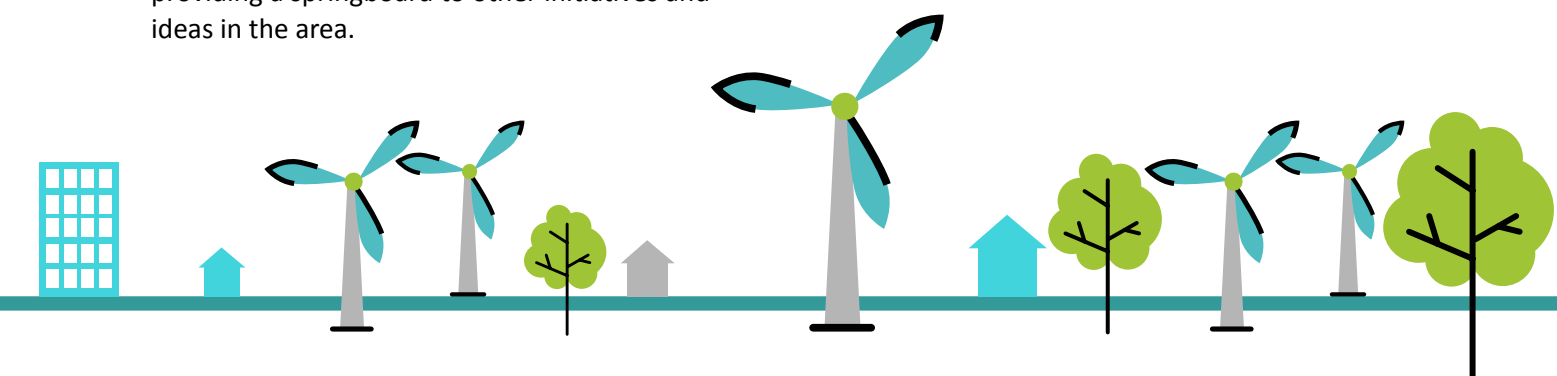
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.





## Our Vision and Values



### Vision:

By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.

### Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





## People Benefits



We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service





## Role Details

### Customer Services Assistant

**Salary:**

£23,362 - £26,419 per annum

Grade 4 spinal point 9-12

**Contract:**

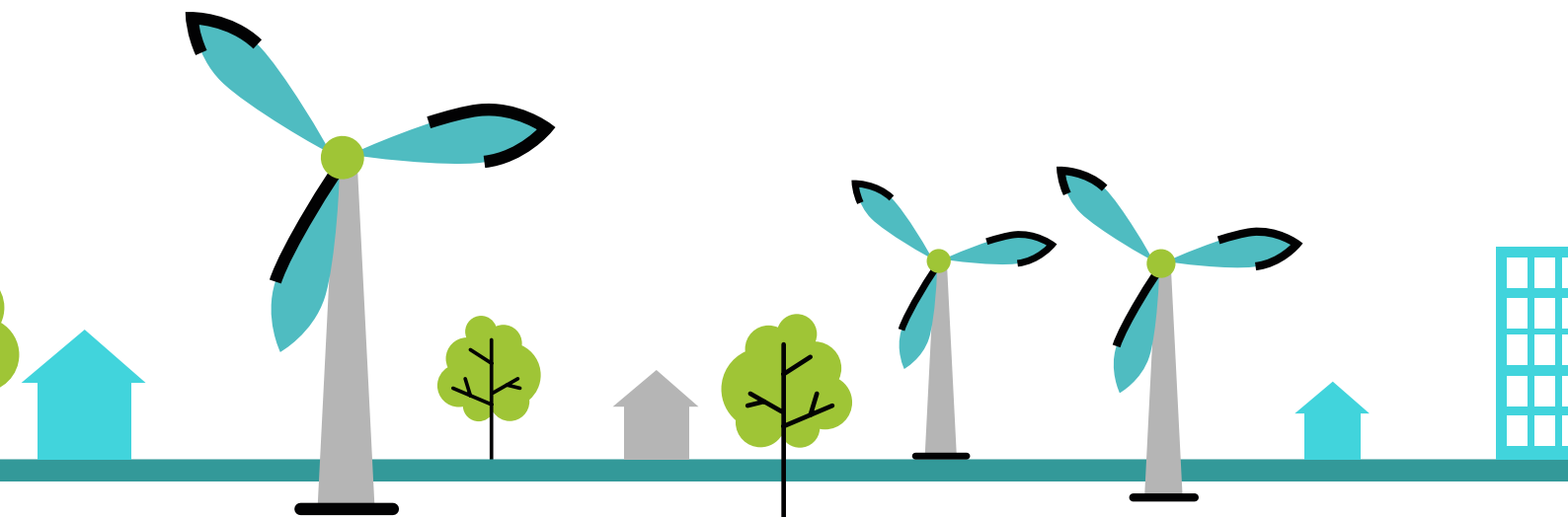
Permanent

**Hours:**

35 hours per week (flexi time  
in place)

**Reporting To:**

Senior Housing Officer



# Job Description

Job Details			
Service Area:	Customer Services	Responsible to:	Senior Housing Officer
Grade 7:	EVH Grade 4 PA9-12	Location:	355 Tormusk Road, Castlemilk, G45 0HF

Job Summary	
<ul style="list-style-type: none"> <li>To provide customers internal / external with an excellent first point of contact service focusing on problem resolution and high levels of satisfaction.</li> <li>To assist the Customer Services Team with an effective administration service.</li> </ul>	
Job Outputs	
The job holder will carry the formal responsibility for delivering the following key tasks. They will be achieved through effective working relationships with those in the identified key relationships.	
Key Tasks	Includes the requirement to:
Reception Duties	<ul style="list-style-type: none"> <li>Deal with incoming telephone enquiries in a prompt, polite, efficient manner and create a friendly, consistent, and professional environment for all visitors to the office</li> <li>Ensure completion of visitors register and advise appropriate staff that their visitors have arrived</li> <li>Use your own initiative where appropriate to find solutions to customer enquiries or pass to the appropriate staff member if required</li> <li>Administer stage 1 complaints of dis-satisfaction of service in line with the association's Complaint's Handling Procedure and escalate to colleagues as required</li> <li>Log compliments / positive feedback via our housing management software</li> <li>Through the use of electronic diaries, make appointments for customers for Financial Inclusion Service &amp; housing options appointments &amp; complete referral forms for energy advice</li> <li>Ensure the main reception area, interview rooms and notice boards contains up to date tenant information in relation to leaflets, forms, newsletters etc. They should also be kept tidy &amp; clutter free</li> <li>Maintain a record of keys leaving and being returned to the office via the log book</li> </ul>





# Job Description

	<ul style="list-style-type: none"><li>• Send text confirmations or reminders to customers who have booked appointments with members of the team</li><li>• Open the daily mail, date stamp and distribute to appropriate staff members. Frank the outgoing mail and deliver to post office</li><li>• Using Customer Relations Module - maintain customer contact information by checking telephone numbers and email addresses are accurate and updated</li><li>• Ensure stationary cupboard is stocked with supplies</li><li>• Monitor appropriate mailboxes including text replies and distribute to relevant colleagues</li><li>• Ensure meeting rooms are set up accordingly for meetings as required by each department</li><li>• Keep the photocopier stocked regularly</li></ul>
Maintenance Responsibilities	<ul style="list-style-type: none"><li>• Deal with new requests for repairs, issue works orders through the Associations computer system and instruct contractors accordingly</li><li>• Have experience and knowledge to question appropriately when taking repairs to correctly diagnose faults at first report</li><li>• Liaise with other external agencies as required to highlight issues relating to their services for example Glasgow City Council / Scottish Water</li><li>• Give out keys to the Association's contractors and ensure their whereabouts is logged and monitored</li></ul>
Administrative Tasks	<ul style="list-style-type: none"><li>• Provide support to all departments as required with typing, photocopying, printing &amp; scanning of documents</li><li>• Prepare new tenant sign up packs as required by the housing officer / assistant and carry out post sign up &amp; end of tenancy admin</li><li>• Extract customer information from databases for mailings or survey's by post or via CX feedback / email</li></ul>



# Job Description

	<ul style="list-style-type: none"> <li>• Assist with any review of procedures and systems</li> <li>• Input all housing application's to housing management software and send assessment letters</li> <li>• Review housing applicants on a monthly basis via email / phone / survey to ensure housing lists are kept up to date</li> <li>• Take rent payments via card in absence of housing officer /assistant</li> <li>• Prepare articles for the Ardenglen newsletter</li> </ul>
<p>Tenant Events / Engagement</p>	<ul style="list-style-type: none"> <li>• Assist Community Investment Team with event organisation (eg ticketing, transport, venues etc)</li> <li>• Attend tenant events as required to help with set up &amp; to promote Ardenglen services</li> <li>• Monitor the association's social media platforms in the absence of the Corporate Services Officer</li> <li>• Utilise CX feedback / Facebook to encourage promotion of AHA services</li> <li>• Any other general admin tasks as required by the Community Investment Team</li> </ul>
<p>Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>• Be able to take charge if someone falls ill or has an injury at work as the office first aider (training will be provided if required)</li> <li><b>Or</b></li> <li>• To carry out the relevant tasks as the office fire marshal and participate in office health and safety inspections (training will be provided if required)</li> </ul>
<p><b>Key Relationships</b></p>	
<ul style="list-style-type: none"> <li>• Internal / External Customers</li> <li>• Contractors</li> <li>• Senior Housing Officer</li> <li>• Community Investment Manager</li> <li>• Customer Services Team</li> </ul>	
<p><b>Special Conditions</b></p>	
<ul style="list-style-type: none"> <li>• You may occasionally be expected to undertake activities out with working hour's e.g. training or critical incidents/emergency situations that may arise.</li> </ul>	



# Job Description

- To undertake training as necessary to maintain high standards in the quality of work as outlined in the Job Outline and Key Competencies and as identified in the personnel development process
- Ensure you adhere to and are fully conversant with any Health & Safety regulations provided by the Association
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies
- You may be required on occasion to attend home visits with the Customer Services Team
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received
- The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive and the post holder may be required from time to time to undertake such other reasonable duties as may be required by their line manager, Chief Executive or Board of Management



# Person Specification

Criteria	Essential / Desirable	Assessed at
<b>Qualification's / Driving</b>		
National 5 qualification's or equivalent	E	CV/ Personal Statement
Hold, working towards or willing to work towards a qualification in Housing / Business / Administration or equivalent	E	CV/ Personal Statement
<b>Experience</b>		
Experience of working in a customer focussed environment, providing front line services to customers	E	CV / personal statement / Interview
Experience of recording and maintaining accurate records	E	CV /personal statement /Interview
Experience of liaising with external agencies	D	CV/Personal Statement / Interview
Any previous experience in working within Social Housing setting	D	CV/Personal Statement / Interview
<b>Skills &amp; Knowledge</b>		
Excellent Communication skills (verbal / written)	E	CV/Personal Statement / Interview
Competent user of Microsoft packages such as work / excel	E	CV/Personal Statement / Interview
Ability to work flexibly & effectively plan & prioritise workload	E	CV/Personal Statement / Interview
Ability to manage difficult & aggressive customers in a calm, friendly & assertive manner.	E	CV/Personal Statement / Interview
Problem solving skills	E	CV/Personal Statement / Interview
Ability to work well within a small team	E	CV/Personal Statement / Interview
<b>Commitment to Ardenglen Values</b>		
<ul style="list-style-type: none"> <li>• Community &amp; Customer Focussed</li> <li>• Accountable</li> <li>• Making a Difference</li> <li>• Innovative</li> <li>• Equal Access to Services for all</li> <li>• Treating our customers with respect</li> </ul>	E	CV/Personal Statement / Interview



# How to Apply



To apply for this role, please submit a CV and covering letter to [recruitment@ardenglen.org.uk](mailto:recruitment@ardenglen.org.uk) detailing your skills and experience in line with the job description & person specification.

**Thank you and good luck with your application.**

