



Women's
Pioneer Housing
Est 1920

CUSTOMER SERVICES ADVISOR

RECRUITMENT PACK



AUGUST
2024

APPLICATION
PROCESS
INFORMATION

ROLE PROFILE
AND PERSON
SPECIFICATION

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YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The diversity form – completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate in your email if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is complete.

Applications must be received by **midday Monday 9 September 2024** to hr@womenspioneer.co.uk .

Please ensure we receive your application in good time.

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,
Susan Bernard
Head of HR and Corporate Services
020 8749 7112



WELCOME TO WOMEN'S PIONEER HOUSING



I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Resident Engagement and Resolution Officer – hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2024 the need to address women's diverse housing needs is perhaps even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,
Tracy Downie
Chief Executive

ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

Our Vision

For all single women across London to have access to a safe, secure and affordable home.

Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

Our Values

We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe

OUR CORPORATE PLAN

Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

ROLE PROFILE

Line Manager:

Customer Services Manager

Direct Reports:

None

Purpose of the role

Promoting a positive and professional image of Women's Pioneer Housing, our values and services by providing a reliable first point of contact for resident enquiries

Working with colleagues to provide a collaborative and cohesive service which puts residents at the heart of everything we do.

To provide administrative support as and when required as directed by members of the management team.

Key relationships

- **Internal:** All Staff and Board Members
 - **External:** WPH residents and advocates, WPH contractors and service suppliers, local authorities, letting & referral agencies and other stakeholders
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Key responsibilities

1. Being the first point of contact for residents, applicants, contractors and staff regarding housing matters and responsive repairs, raising accurate works orders, keeping records up to date and ensuring that residents are kept informed of progress and any agreed actions.
2. To raise purchase/works orders for property related services for authorisation. To manage costs, matching invoices with orders where necessary, to ensure value for money and prompt payment to suppliers, contractors and consultants.
3. Assist the housing team to achieve agreed performance targets for arrears management through taking rent and service charge payments and referring concerns about tenant financial welfare to the financial inclusion officer.
4. Support the management of voids and lettings through advice and contact with transfer, nominations and applicants and ensuring information is kept up to date.

ROLE PROFILE

Customer Service

1. To take responsibility for delivering the right outcome for our customers in a safe and timely way acting as the first point of contact resolution to customer queries, through all contact routes. To prevent handoff to elsewhere in the business (only complex queries that require case management should be handed off to the specialists).
 2. Be adept at dealing with both inbound and outbound calls focusing on tenancy and responsive repair matters, and supporting the customer service team by providing cover as required to other customer service areas.
 3. Manage complex customer contacts and complaints with a can-do approach displaying excellent and professional customer care skills.
 4. Respond to all written points of contact in adherence to good quality, responsive literacy standards and guidelines and ensure accurate input of relevant data (notes, actions, agreed plans with customers) into QL, C365, INVU and other systems.
 5. Confident in using Microsoft Office, including Outlook, Word and Excel.
 6. Achieve high levels of Customer Satisfaction results and help to reduce the level of complaints.
 7. Engage proactively with resident feedback to inform service improvement and use this feedback to help improve your own performance and to improve WPH policies and procedures.
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Personal Commitment and development

1. To keep up to date with changes in your job role and undertake training as directed, adopting new ways of working to ensure continuous improvement.
2. To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to ensure the overall strategic objectives and business priorities are delivered.
3. To work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
4. To contribute to raising standards across the organisation, identifying where improvements can be made to support service processes and policies and implementing changes.
5. To comply with all Women's Pioneer policies and procedures and all legal requirements and regulatory standards, including being fully responsible for your health and safety and safeguarding of residents and visitors.
6. To contribute positively to the annual appraisal process including identifying development needs, taking ownership of and driving professional development by supporting your own learning and development with the support of your line manager.

ROLE PROFILE

Personal Commitment and development

8. To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.

9. To maintain confidentiality at all times, in relation to business sensitive and personal information and ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored.

Additional information

1. These are your main areas of responsibility, but you may be required to perform other duties as we may reasonably require from time to time.

2. There may be occasions when you are required to attend meetings outside of the usual working hours and to carry out work in a lone working environment.

PERSON SPECIFICATION

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

Essential

- Experience of delivering high quality customer service, including remaining calm during difficult conversations and being empathetic
- High quality written communication skills to compose letters and emails with clear and accurate information
- Demonstrating a high level of professionalism at all times
- Experience of organising and co-ordinating activities to tight deadlines and within a clear framework
- Demonstrable evidence of using Microsoft Office software effectively in a work environment
- Experience in administrative support to others with excellent verbal communications skills and ability to engage professionally across a range of people at all levels within the organisation
- Experience of handling a high volume of customer calls

Desirable

- Knowledge of works ordering systems and obtaining competitive quotations

SKILLS AND ABILITIES

Essential

- Ability to deal robustly with difficult issues and achieve positive outcomes
- Ability to work effectively and update IT software packages Able to work collaboratively with colleagues

PERSONAL ATTRIBUTES

Essential

- Has an “outcome focus” approach to service delivery
- Highly organized
- Has a collaborative working style that can bring out the best in others
- Able to rely on own judgment and knows when to seek further assistance
- Committed to ongoing learning and development
- Has empathy with needs of residents
- Commitment to equality and diversity

STAFF BENEFITS

LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

BONUS AWARD

Each year in November, we will review the organisations performance and financial status to consider whether a one off bonus award payment can be made. Bonus awards are paid equally to all irrespective of your role in line with our Bonus Payment Policy.

PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.



STAFF BENEFITS

EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

CUSTOMER SERVICE ADVISOR

Title: Customer Services Advisor

Salary: £27,747

Location: Hybrid/Hammersmith

Hours: 35 per week Monday – Friday

Contract Type: Permanent

Closing Date: midday Monday 9 September 2024

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time. The need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

We are looking for a confident Customer Services Advisor to provide reliable and sophisticated service to our residents, and to promote positive and professional image of Women's Pioneer Housing by being the first point of contact for our residents. We are looking for a highly organised, self-motivated, collaborative and outcome-focused professional who can demonstrate patience and empathy, and record information in an accurate and efficient manner. An understanding of social housing is preferred but not required – a great attitude and telephone manner, respect for our residents and a commitment to delivering first class customer service is essential.

Reporting to the Customer Services Manager, you will be part of a team of four Customer Services Advisors responsible for ensuring our residents receive great customer service as well as resolving queries and organising repairs.

You will be experienced in working in a customer-focused environment and will be able to demonstrate outstanding call-handling skills, and able to provide positive outcomes for residents whilst balancing priorities. You will have a good grasp of MS Office skills, understand basic property maintenance, and be able to engage with contractors ensuring they respond positively to customer's requests.

We are a small team, and work together to deliver our shared objectives. If you are passionate about bringing excellence to your work, enjoy collaborating with others and can demonstrate commitment in all that you do, we would love to hear from you.

More details of the association and how to apply are available on www.womenspioneer.co.uk

CUSTOMER SERVICE ADVISOR

If you would like an initial discussion to find out more about this role, please contact Aishah Merchant, Customer Services Manager at aishah.merchant@womenspioneer.co.uk

We will hold face to face interviews for this role on the week commencing **16 September 2024**. We will contact successful applicants directly to organise interviews.

Closing Date: midday Monday 9 September 2024

What we offer

We offer hybrid working and flexi time working. You will be fully enabled to work from home with a laptop and mobile phone provided. Embracing our one team ethos, our entire team work together at our head office at least one day each week which will support you in your work bringing opportunities for you to build positive relationships with colleagues actively enhancing our culture.

We will provide a comprehensive induction programme with an opportunity to learn, develop and drive your own work.

Our benefits package includes:

- 26 days annual leave plus bank holidays rising to 29 days after 5 years' service.
- A generous flexi-time working arrangement, enabling you to accrue up to 26 days additional days off in lieu each year.
- A generous pension scheme
- Retail portal benefits programme
- Health and well-benefits
- Membership with the Chartered Institute of Housing

We provide homes for women of all ages and backgrounds and work closely with our residents to review and continuously improve our homes and services. Our colleagues represent our resident communities and our workforce is also diverse. We welcome who you are, what you are and what you bring and will eradicate discrimination on the basis of race, religion, sex, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances, and we work to eliminate discrimination and disadvantage caused by social class. We appreciate applicants from all backgrounds.

CUSTOMER SERVICE ADVISOR

How do I apply?

Please send the following **three** documents to hr@womenspioneer.co.uk

- An up-to-date CV which shows your full career history, we recommend that this is no longer than two pages;
- A supporting statement marked “Customer Services Advisor” explaining why you are interested in this role and detailing how you fulfil the person specification. This is a key document supporting your application, we recommend that it is comprehensive but no longer than two pages including examples which expands on your CV.
- A completed Diversity Monitoring form.

Applications must be received by **midday Monday 9 September 2024** with the subject heading “Customer Services Advisor”.

WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

