

January 2025



Women's
Pioneer Housing
Est 1920

Recruitment Pack

Customer Services Advisor



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 Customer Services Advisor. 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 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands, and champions women's housing needs continues to be relevant. A safe home is the foundation in supporting our residents' independence and delivering excellent landlord services is key to maintaining that independence.

We house single women of all ages, and we are the largest provider of sheltered housing in Kensington and Chelsea. We are committed to working closely with our residents to review and continuously improve our homes and services, ensuring that our residents can influence the way we provide our 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 in 2026.

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.

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

If what we say and do inspires you and you can demonstrate commitment to delivering a service in line with our values, we encourage you apply.

Yours sincerely,

Tracey Downie

Chief Executive

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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 first, nurture great relationships through open and trusted communication, we value equality, inclusivity, and empowerment, and we provide a respectful and safe environment to all members and residents of WPH.



Customer Services Advisor

Title: Customer Services Advisor

Salary: £28,357

Location: Hybrid/Hammersmith

Hours: 35 per week (Mon-Fri), including Tuesdays in the office

Contract Type: Permanent

Closing Date: Wednesday 19th February at 09:00am

Interviews and assessment: Tuesday 24th February 2025

These are exciting times for Women's Pioneer Housing. We are developing over 160 new homes for single women in West London, including brand new offices on our site at 227 Wood Lane. 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 shared objectives. If you are passionate about bringing excellence, are a good team member and can demonstrate an interest in and commitment to our work, we would love to hear from you. More details of the association and how to apply are available on www.womenspioneer.co.uk.

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

ROLE PROFILE

Line Manager: Customer Services Manager

Direct reports: None

Purpose of the Role

- Promote 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
 - Work with colleagues to provide a collaborative and cohesive service which puts residents at the heart of everything we do.
 - Provide administrative support as and when required as directed by members of the management team.
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Key Relationships

- Internal: All staff and Board members.
 - External: WPH residents, resident advocates, WPH contractors and service suppliers, local authorities, letting and referral agencies, and other stakeholders.
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Key Responsibilities

- 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.
- 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.
- 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.
- Support the management of voids and lettings by providing advice and facilitating contact with transfer nominations and applicants, ensuring information is kept up to date.

ROLE PROFILE

Customer Service

- 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 repeat contacts or handoff to elsewhere in the business by providing thorough and accurate advice (only complex queries that require case management should be handed off to the specialists).
 - 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 areas of customer service.
 - Manage complex customer contacts and complaints with a can-do approach displaying excellent and professional customer care skills.
 - Respond to all written points of contact in adherence to good quality, responsive literary standards and guidelines. Ensure accurate input of relevant data (notes, actions, agreed plans with customers) in our systems.
 - Proficient and confident in using Microsoft Office, including Outlook, Word, and Excel
 - Achieve high levels of Customer Satisfaction results and help to reduce the level of complaints.
 - 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

- 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.
- 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.
- To work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
- To contribute to raising standards across the organisation, identifying where improvements can be made to support service processes and policies, implementing change.
- To comply with all Women's Pioneer policies and procedures, legal requirements and regulatory standards, including being fully responsible for your health and safety, and safeguarding of residents and visitors.
- To contribute positively to the annual appraisal process including identifying development needs, taking ownership and driving professional development by supporting your own learning and development with the support of your line manager.

ROLE PROFILE

Personal Commitment and Development, continued

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

- 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.
- 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 coordinating 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/or Microsoft Dynamics, and obtaining competitive quotations.
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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.
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PERSONAL ATTRIBUTES

Essential

- Has an “outcome focus” approach to service delivery
- Highly organised.
- Has a collaborative working style that can bring out the best in others.
- Able to rely on own judgement 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.

BIRTHDAY LEAVE

Once you pass your probationary period, you will be entitled to Birthday Leave, where you can take an additional day-off on or around your birthday.

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.

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.

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.

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.

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.

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





HOW TO APPLY:

Thank you very much for your interest in this role.

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;
- A **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please note that applications can only be considered if all the documentation is complete. In your application please indicate if you cannot attend the interview date.

Applications must be sent by 09:00am on Wednesday 19th February 2025 to hr@womenspioneer.co.uk.

Interviews will be held on Tuesday 24th February 2025, in our head office.



WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



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

