

Recruitment Pack



Customer Services Advisor



12 Month Fixed Term Contract
36.25 hrs per week



£24,929 - £27,260 per annum

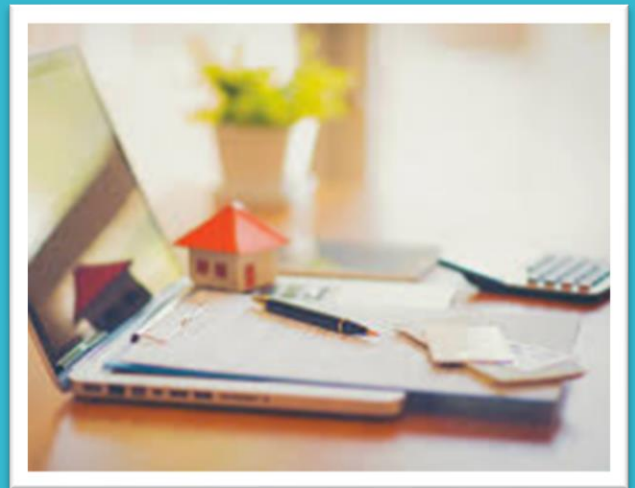


Based at either our Workington, Carlisle
or Newcastle office



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Our Organisation

Who Are We?

Castles & Coasts Housing Association (CCHA) was created in July 2017 as a result of merging Two Castles and Derwent and Solway Housing Associations. We have an annual turnover of over £36m, employ around 300 staff, and own and manage more than 7,400 homes in rural and urban communities across the North of England, with around 75% located in Cumbria.

Why Work at CCHA?

We couldn't do what we do without our people, so we do whatever we can to make working at CCHA as enjoyable and fulfilling as possible for every individual.

CCHA strives to be an exemplar of good practice in both organisational excellence and as an employer. Our aim is to engage, motivate, develop and inspire our people to work towards a shared vision as well as individual priorities. CCHA has developed agile working practices, for applicable roles, to provide staff with greater flexibility.

Employee wellbeing and engagement is something that CCHA is strongly committed to. We have continuous programmes of support and development, such as mental health first aiders. We involve people, work with them, and agree a common approach to 'how we do things around here'.



**Darren Lee,
Development Officer**

I'm proud to work for an organisation that is making a real difference delivering new housing solutions in the communities we serve.



Olivia Day, Lettings & Neighbourhoods Officer

The culture at CCHA is extremely flexible and compassionate, and always considerate of the wellbeing of staff.



Chris Clarke, Senior Surveyor (Compliance)

I will always remember when I first started, not only did I find my new colleagues extremely helpful and friendly, but everyone had positive things to say about working here.

Staff Survey Results- October 2024

100%

I am committed to the success of CCHA

93%

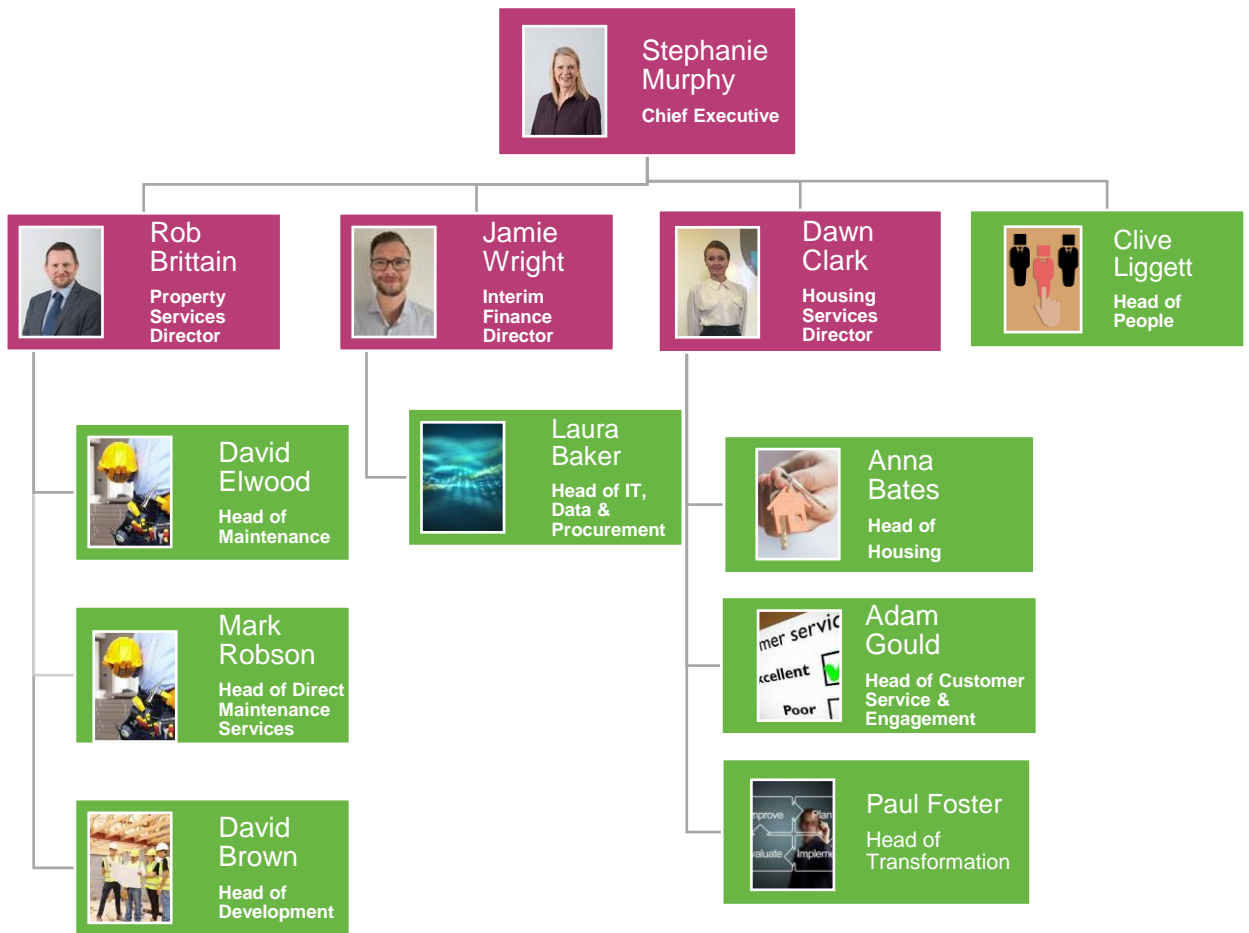
I feel proud to work for this organisation

94%

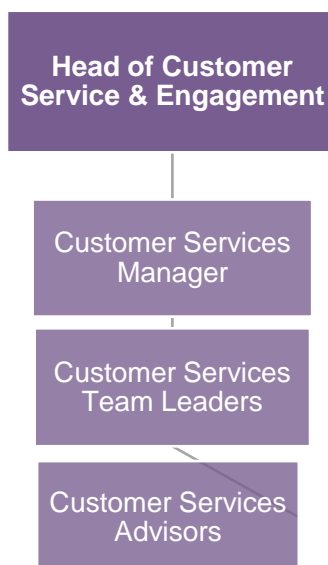
I think CCHA is a good place to work

Our Team

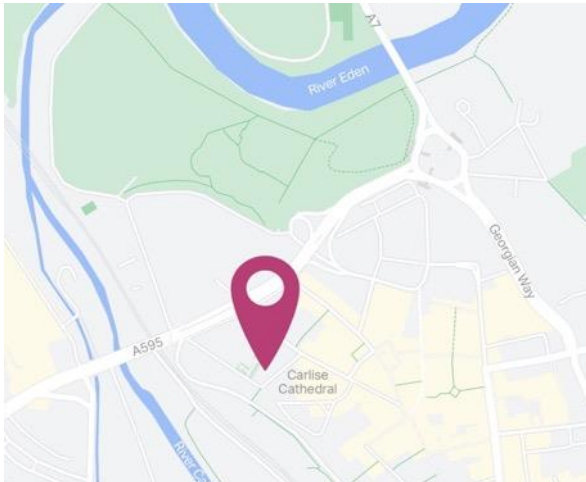
Organisational Overview



Customer Services & Engagement Overview

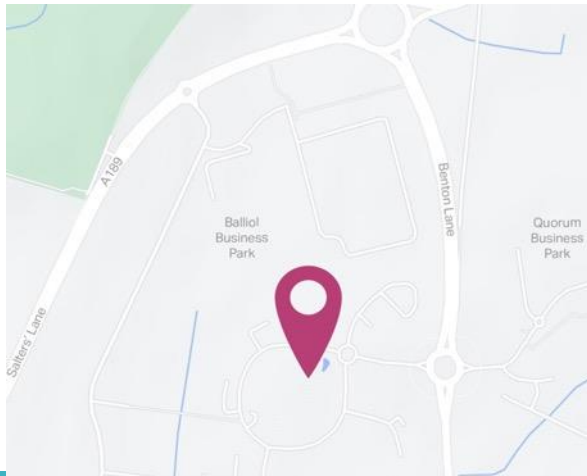


Office Locations

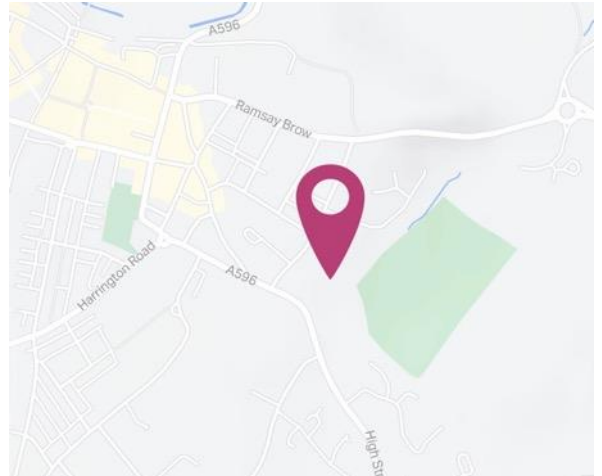


5 Paternoster Row, Carlisle
CA3 8TT

This role is based in either Workington, Carlisle or Newcastle



Arcadia House, Balliol Business Park,
Newcastle upon Tyne NE12 8EW



Stoneleigh, Park End Rd, Workington
CA14 4DN

Letter from Pamela Armstrong

Role: Customer Services Advisor

Dear Applicant

Thank you for your interest in the Customer Services Advisor role with Castles & Coasts Housing Association (CCHA). This post will be full time (36.25 hours per week) on a 12-month fixed term contract and at a salary of £24,929-£27,260 per annum, based in either our Carlisle, Newcastle or Workington office.

This is an exciting time to become a member of our team as CCHA continues to grow and deliver the best possible services to our customers. Our Customer Services Team plays an integral role liaising with all departments within the Association, and the Customer Services Advisor post requires a number of key skills to answer enquiries at first point of contact and use different communication platforms, so excellent interpersonal and customer care skills are essential for this role.

CCHA owns and manages more than 7,000 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.

Please read through this recruitment pack to find out more about the role, its terms and conditions, and the recruitment timetable.

Applications are treated in the strictest confidence; for information on CCHA's Privacy Policy, please access the following webpage [CCHA Privacy Notice for employees, job applicants and Board Members](#)

If you have any questions about the role, please contact me for an informal conversation on 01228 276152.

Yours sincerely

Pamela Armstrong
Customer Services Manager

Email: pamela.armstrong@castlesandcoasts.co.uk

Role Profile

Job Description

Job Title: Customer Services Advisor
Responsible to: Customer Services Team Leader

Purpose of Job

- To provide a high standard of customer service for all residents
- To deal with customer enquiries at the first point of contact whenever possible

Key Responsibilities

Customer Contact

- Consistently deliver outstanding customer satisfaction, maintaining a positive and professional attitude in line with CCHA's values.
- Handle incoming contact to the organisation accurately and in a timely manner.
- Communicate effectively with internal and external customers through multiple contact mediums (telephone, email, web-chat etc), with a priority on meeting and exceeding their needs and expectations.
- Take ownership and responsibility for queries, personally resolving routine, non-complex issues to ensure high levels of first contact resolution.
- Process day to day repairs and other housing related enquiries in line with CCHA's policies and procedures.
- Utilise inbound contact to address any debt/arrears issues and establish repayment schedules, where appropriate.
- Outbound calling to customers in relation to:
 - Gathering data
 - Other issues as required
- Update customers on the progress of their enquiries.
- Complete safeguarding referrals as required in line with procedures.
- Signpost or complete anti-social behaviour referrals as required in line with procedures.
- Comply with General Data Protection Regulation (GDPR) protocols.
- Support front and back-office functions as necessary and mentor new colleagues to support the delivery of outstanding service.
- Promote and offer guidance in relation to CCHA's self-service offering.

Administration

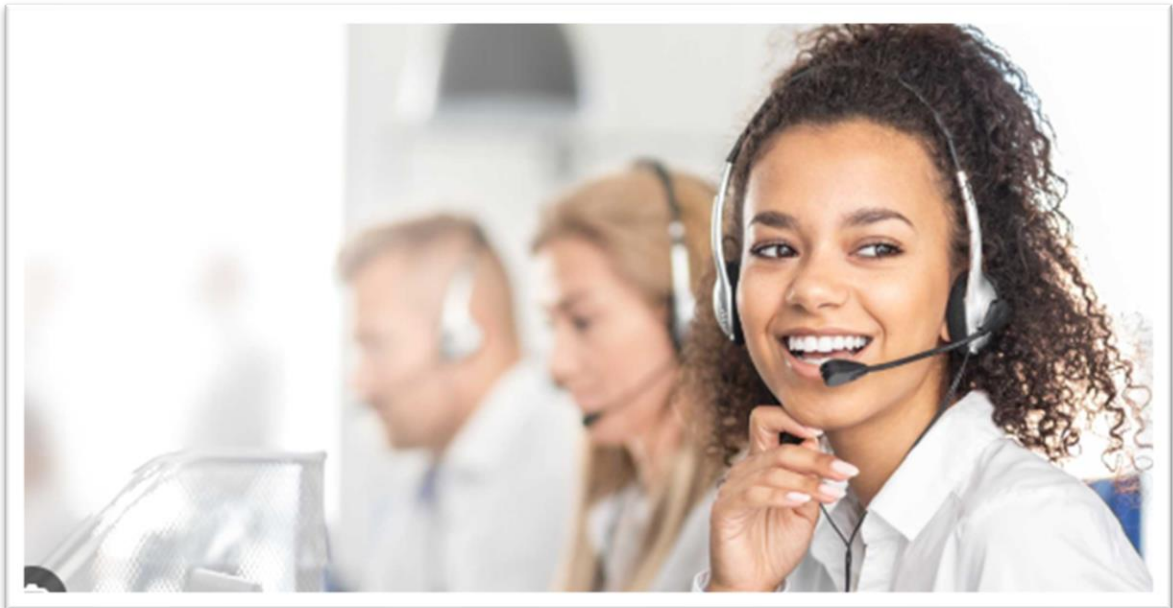
- Office related administration support as required.
- Creating, revising and formatting documents as required to support colleagues.

Role Profile

Job Description

Generic:

- Work collaboratively with colleagues to meet the needs and priorities of CCHA.
- Seek best value and facilitate continuous performance improvement.
- Promote and act in accordance with all CCHA's policies and procedures, including those relating to equality and diversity, customer care and health and safety.
- Contribute positively to the marketing of CCHA's values and objectives.
- Comply with CCHA's Financial Standing Orders and Code of Conduct.
- Comply with the requirements of regulators.
- Carry out such other duties, as may reasonably be required, from time to time.



Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none">• Holds minimum of 5 GCSEs (grades 4-9) or equivalent, including Maths & English	<ul style="list-style-type: none">• Administration/Customer Services vocational qualification (level 3)
Experience, Knowledge, Understanding	<ul style="list-style-type: none">• Experience of delivering customer services• Experience of different customer contacts, internal & external• Knowledge of the principles of customer care	<ul style="list-style-type: none">• Knowledge of social housing environment
Technical & Professional Skills	<ul style="list-style-type: none">• Computer literate, with excellent knowledge of Microsoft Office packages	<ul style="list-style-type: none">• Use of bespoke Housing Management systems, databases, spreadsheets
Integrity	<ul style="list-style-type: none">• Accountable for own work and decisions• Works with openness and honesty• Demonstrates the Association's values and expected behaviours in their work	
Customer Focus	<ul style="list-style-type: none">• Shows customer focus in all activities• Demonstrates a 'can-do' attitude to providing services• Shows awareness of the commitment to value for money	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Team Working	<ul style="list-style-type: none">• Shows ownership for the team's priorities and actions• Works with colleagues to develop ideas and solutions• Shows consideration of wider organisational needs in their work	
Relationship Building	<ul style="list-style-type: none">• Shows respect and consideration for others• Builds positive relationships• Helps to resolve conflicts and achieve positive outcomes	
Communication	<ul style="list-style-type: none">• Writes clearly and concisely• Speaks clearly and confidently• Listens to and is open to the views of others	
Adaptability	<ul style="list-style-type: none">• Anticipates and adapts flexibly to changing circumstances• Generates innovative ideas and solutions• Shows resilience to see things through	
Performance	<ul style="list-style-type: none">• Maintains focus on key performance priorities• Committed to improving services• Reviews and reassesses own work and priorities	

Role Profile

Person Specification

	ESSENTIAL	DESIRABLE
Developing	<ul style="list-style-type: none">• Evaluates own performance• Self-aware and shows learning from feedback and experiences• Takes action to develop self	
Leadership	<ul style="list-style-type: none">• Inspires colleagues to achieve goals• Passionate about the aims of the organisation	



Terms and Conditions

The remuneration for the Customer Services Advisor 12-month fixed term contract role is: £24,929 - £27,260 per annum (FTE based on 36.25 hours per week) + benefits package.

TYPE	DETAILS
Hours	<ul style="list-style-type: none">• 36.25 hours per week (Full Time)• Flexitime Scheme in place
Pension	<ul style="list-style-type: none">• SHPS Defined Contribution Scheme• Employer contributions up to 8%• Life Assurance (4x annual salary)
Annual leave	<ul style="list-style-type: none">• 25 days per year plus bank holidays• Increasing up to 30 days with five years' service
Additional benefits	<ul style="list-style-type: none">• Hybrid Working Practices• Induction programme and ongoing personal development• Discretionary Corporate Performance Bonus Scheme• Staff Savings Scheme• Employee Assist Programme• Health Cash Back Scheme (on completion of probation)• Discounted gym membership (part of Health Cash Back Scheme)• Long Service Awards• Staff Forum• Cycle to Work Scheme• Company Sick Pay Scheme• Family friendly policies with company pay schemes

Additional information about Castles & Coasts Housing Association is available on our website: www.castlesandcoasts.co.uk

Application Process

RECRUITMENT STAGE	DATE
Advert goes live	Tuesday 27 th May 2025
Closing date for applications	Monday 16 th June 2025
Shortlisting applications	Tuesday 17 th June 2025
Interviews	Workington: Thursday 26 th June 2025 Carlisle: Friday 27 th June 2025 Newcastle: Wednesday 2 nd July 2025
Starting Date	Immediately upon receipt of satisfactory pre-employment checks and subject to notice period

Candidates must inform us as soon as they can if they are not available for interview on any date by emailing recruitment@castlesandcoasts.co.uk

How to apply

Please complete our online application form by clicking the Apply button in the vacancy listing on our website. Please note we are not accepting CV's for this role; please ensure you fully complete the application form online. To give yourself the best chance of being selected for interview you should give detailed answers within the 4000-character limit for each question.

If you need any more information about the position prior to applying, please contact Pamela Armstrong, on 01228 276152.

Alternatively, you can email pamela.armstrong@castlesandcoasts.co.uk

Please note if you have previously created an account while applying for a job with us in the past, you can log in and use that to apply for this vacancy.

Criminal Record Check

Our policy on Employing People with a Criminal Record requires that a satisfactory disclosure from the Disclosure & Barring Service will be required before an offer of employment is confirmed for this post. This post requires a basic disclosure.

Castles & Coasts takes its responsibilities to protect vulnerable adults and children seriously. As an Equal Opportunities employer, we are clear that a criminal record is not necessarily a bar to securing a position with us. The relevance of any criminal record will be assessed in relation to the post and we may seek legal advice to guide us on this assessment.

Castles & Coasts will meet the cost of the Disclosure and will provide the relevant documentation to the selected candidate following the interview process. All Disclosure information is treated sensitively and in the strictest confidence.

Acknowledgement

Your application will be acknowledged and treated with strictest confidence.



Appendix 1

Recruitment Advertisement

Customer Services Advisor

- **Workington, Carlisle or Newcastle**
- **36.25 hours per week**
- **12-month fixed term contract**
- **£24,929 - £27,260 per annum (FTE based on 36.25 hours per week) + benefits package**

Castles & Coasts Housing Association (CCHA) is currently looking to recruit a full time (36.25 hours per week) Customer Services Advisor based in Workington, Carlisle or Newcastle with a salary **£24,929 - £27,260** per annum.

If you are looking for an exciting new role, this is a great opportunity to join the Customer Services Team at CCHA. Our Customer Services Advisors are responsible for providing a high standard of customer service, dealing with customer enquiries at the first point of contact (in person and by telephone, text, webchat and via email/website).

Key tasks are varied and include:

- Processing day to day and specialist repairs reported by our customers
- Liaising with contractors and Property Services colleagues to deal with complex responsive repairs on a regular basis
- Updating important records (including CRM and electronic document management systems).
- Advising residents on rent/service charge accounts
- Taking payments
- Giving advice on lettings and anti-social behaviour matters.

We are looking for someone who:

- Is self-motivated,
- Is a problem-solver
- Has experience dealing with customer enquiries combined with a knowledge of the principles of customer care.

CCHA owns and manages more than 7,000 homes across the North of England in Cumbria, Northumberland, Tyne and Wear and North Lancashire. As an Association, we focus on the needs of the local communities we serve, tackling the housing crisis, improving services within our communities, and use our strength and efficiency to meet housing service needs. We are committed to providing excellent services to our customers.



Better Health
at Work Award
Bronze Award



Appendix 2

Recruitment Advertisement cont.

If you like what you've read, and you would like the opportunity to join the CCHA Team, please complete our application process, telling us how you feel you can add value and dynamism to our team. If you choose to apply, and are successful, you will be rewarded on all levels - a great place to work and a great team of people to work with.

If you are looking to make a real difference to the service we provide to our residents, then please click the apply button on the vacancy listing on our website.

Closing date for applications: Monday 16th June 2025

Interviews to be held:

Carlisle: Friday 27th June 2025

Newcastle: Wednesday 2nd July 2025

Workington: Thursday 26th June 2025



Better Health
at Work Award
Bronze Award



Castles & Coasts Housing Association

5 Paternoster Row, Carlisle, Cumbria, CA3 8TT

Call: 0800 085 1171

www.castlesandcoasts.co.uk

