

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Customer Service Advisor		
Job Reference No.	HOMEJD935	Date of issue:	April 2026

### The job in a **nutshell...**

At Home Group our customers are at the heart at everything we do, as part of our customer service centre, you'll be the first point of contact for our customers by delivering a consistent and brilliant service. You'll work various customer contact channels such as voice calls and digital contact to diagnose and resolve a broad range of maintenance, rent and general customer queries in line with our customer promise and Home Group policy and processes.

### What **success** will look like...

'First time fix' for new and existing repairs through effective diagnosis and questioning.

The best possible outcome will be achieved in line with our customer promise and service levels, advocating on behalf of the customer throughout the process. In doing so, you'll adapt your communication style to suit each individual customer and their needs.

Repairs will be delivered to reasonable timescales by effective collaboration with Maintenance, Housing, other colleagues, and contractors

Consistently brilliant service across all our customer channels.

Customers will increasingly perform transactions digitally as a result of your role in assisting, encouraging, and educating our customers to use their online account.

Timely escalation when things don't quite go to plan, working with your manager and/or other teams such as complaints, maintenance leaders and housing colleagues – keeping the customer fully informed at all times.

Constantly looking at how we can provide an even more brilliant service to our customers, sharing your experience and learning to improve our services and help fellow colleagues.

### You'll already have these **brilliant** skills, qualifications and knowledge...

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Transferable Skills.	Technical qualifications, experience and knowledge.
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Walk in our customers’ shoes</li> <li>• Listening to customers to understand their needs</li> <li>• Understand how your role makes a difference to our customers</li> </ul>	<p><b>Customer systems use</b></p> <ul style="list-style-type: none"> <li>• Confident using CRM systems to manage and update customer records accurately</li> <li>• Handling customer information electronically in line with process and data standards</li> <li>• Using multi-channel systems to support customer contact across voice and digital channels</li> </ul>
<p><b>We have a win-win mentality</b></p> <ul style="list-style-type: none"> <li>• Strive to find a solution everyone is happy with</li> <li>• Take ownership of issues and see them through to resolution</li> <li>• Listen to what others want and need and consider this when deciding what to do</li> </ul>	<p><b>Digital working</b></p> <ul style="list-style-type: none"> <li>• Comfortable operating in a modern digital workplace</li> <li>• Using computers and digital tools to work accurately and productively</li> <li>• Supporting customers to complete transactions digitally, including online accounts</li> </ul>
<p><b>We are self-starters</b></p> <ul style="list-style-type: none"> <li>• Strive to get it right first time</li> <li>• Be well organised</li> <li>• Be proactive</li> </ul>	<p><b>Numeracy and literacy</b></p> <ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent qualification</li> <li>• Clear written communication when updating systems and customer records</li> <li>• Accurate understanding of numerical information linked to rent, repairs and customer queries</li> </ul>

We’d also love you to have, or be **brilliant** at... (but don’t worry if not)

<p>Ability to support a diverse customer group over voice/digital channels, including those recognised as marginalised.</p> <p>Professional or personal experience of the social housing sector.</p> <p>Complaint handling and conflict resolution in a professional or personal setting.</p>
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We’re all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff..

Budget Holder	No	Budget value up to £	<input type="text" value="0"/>
Manages People	No	# of direct reports circa	<input type="text" value="0"/>
Travel	Occasional	Driving Essential	No
DBS	None		

