

**Apprentice Connect Customer
Advisor**

Recruitment Information



**Creating homes.
Building lives.**





ABOUT US

We are one of the largest housing groups in England with more than 34,000 homes across the North West and East Midlands and by combining the strengths of two successful housing groups New Charter Group and Adactus Housing Group, Jigsaw Group creates new and exciting opportunities for tenants and customers.

Our members build, renovate and manage low-cost housing for rent and sale. We work to help regenerate neighbourhoods and increase life opportunities for disadvantaged individuals and communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy. We will create stronger communities with improved local services through Greater Manchester devolution and new partnerships.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Cavendish 249, Cavendish Street, Ashton Under Lyne, OL6 7AT Or Turner House, 56 King Street, Leigh, WN7 4LJ
Holidays:	27 working days per annum (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, Simply Health membership, enhanced maternity/paternity leave and training/development opportunities.
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Responsible To: Supervisors/Managers

Responsible For: None

MAIN TASKS OR ACTIVITIES

To assist the housing management/repairs teams working directly with customers, assisting them to access a wide range of housing services at our busy Contact Centre.

Support Customer Advisors in answering telephone, email and social media queries from customers, suppliers and colleagues achieving first-call resolution wherever possible; referring other queries to the appropriate colleagues. Queries include (but are not be limited to):

- Repairs: booking repairs appointments; providing updates on the progress of repairs.
 - Rent enquiries: confirming rent balances; making repayment agreements for tenants in rent arrears; ordering payment cards.
 - Rehousing enquiries: providing information on the availability of properties; explaining how to apply for housing.
 - Reports of anti-social behaviour: taking details of complaints; referring callers to appropriate colleagues or agencies.
 - Requests to speak to employees.
 - Sales calls.
1. Support Customer Advisors in maintaining accurate records of calls handled on the Group's housing management and repairs system.
 2. Support Customer Advisors in processing housing applications made to the Manchester Housing Register and Select Move.
 3. Support Customer Advisors in registering customers for Independent Living Schemes.
 4. Support Customer Advisors in completing expressions of interest for general needs properties.
 5. Make outbound calls to customers; e.g. to complete surveys; re-schedule appointments
 6. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
 7. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
 8. Carry out any duty which may be, from time to time, requested by the Customer Advisor Manager, Assistant Directors, Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

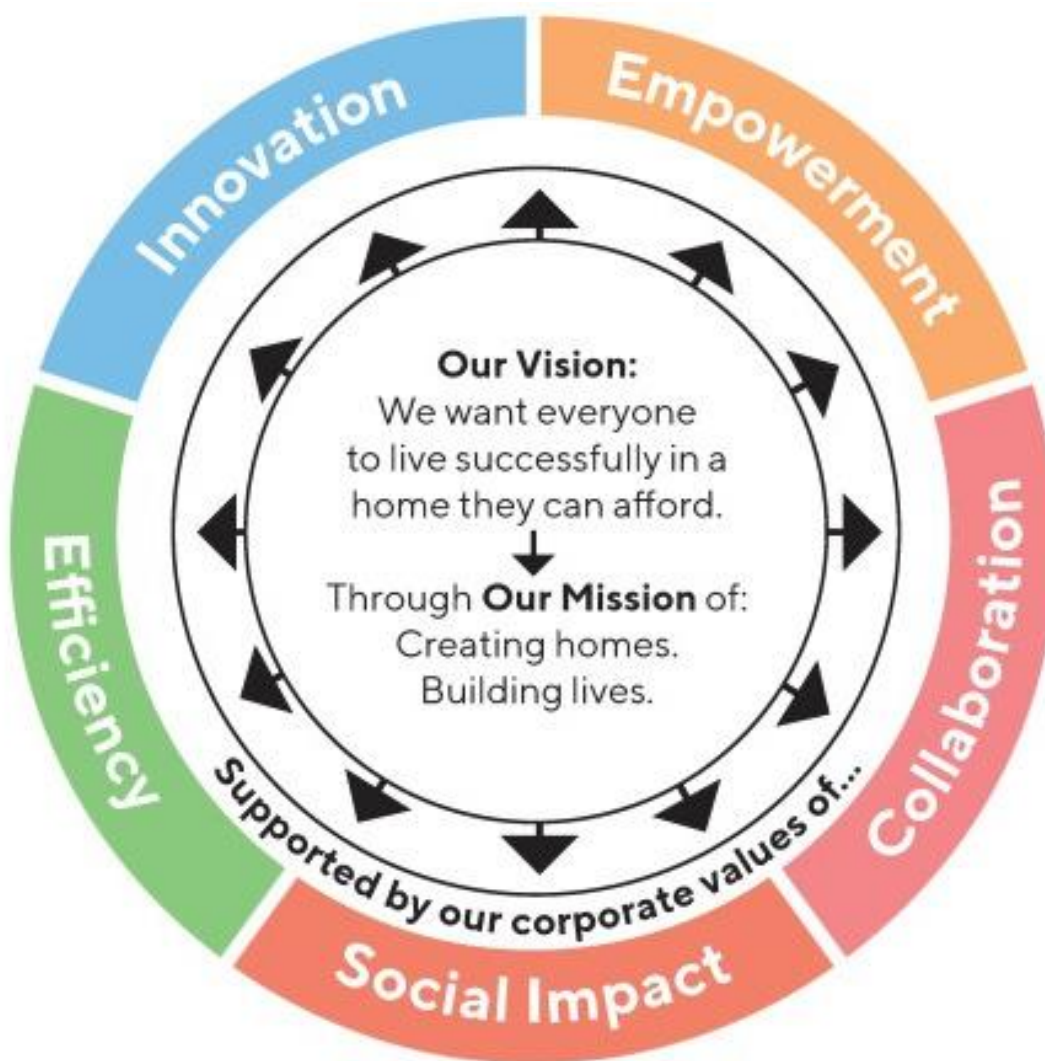
- Qualifications demonstrating sound literature & numerical skills (e.g. GCSE English & Maths A-C or key skills level 2 numeracy & literacy)
- Ability to communicate clearly and concisely
- Ability to use own initiative
- Ability to build relationships and rapport with customers and colleagues
- Basic understanding of data protection and confidentiality issues

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

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