



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Customer Advisor (Please Quote Ref JIG - 048 on the application form)
Employer:	Jigsaw Homes Group
Location:	Turner House, 56 King Street, Leigh WN7 4LJ
Salary:	£17,698 - £21,708 per annum Salary Scale 12 – 20
Hours:	35 flexible hours per week Monday to Friday between the hours of 8.00am & 6.00pm as and when required by the business.
Status:	Fixed term up to 12 months, subject to probationary period.
Holidays:	24 working days per annum (5 day working week) plus bank holidays, plus 3 concessionary days holiday during the Christmas period, 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.
Closing date for applications:	12 Noon, Monday 25 th March 2019
Provisional interview date:	To Be Confirmed
Commencement date:	As soon as possible
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 Standard Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Further information about the disclosure can be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believe 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.
Application to be returned to:	HR Department Jigsaw Homes Group Turner House, 56 King Street LEIGH, Lancs, WN7 4LJ

JOB DESCRIPTION

CUSTOMER ADVISOR

Department:	Corporate Services
Located at:	Turner House, 56 King Street, Leigh
Hour of work:	Monday to Friday between the hours of 8.00am & 6.00pm, as and when required by the business.
Responsible to:	Supervisors/Managers within Connect
Responsible for:	None
Overall aim of the job:	To provide an effective and high quality contact centre for customers telephoning the Group. To administer repairs requests and housing applications.

MAIN TASKS OR ACTIVITIES

1. Take telephone queries from residents, suppliers, etc achieving first-time resolution of the caller's request wherever possible; referring other queries to the appropriate colleague. The subject matter of queries will include (but not be limited to):
2. Repairs: booking repairs appointments; providing updates on the progress of repairs. Input out of hour repairs request and follow up deferred calls.
3. Liaise with external contractors ordering work where appropriate and chasing completions.
4. Raising property inspections.
5. Rent enquiries: confirming rent balances; making repayment agreements for tenants in arrears; ordering payment cards. Taking Payments (if CRB checked), Completing Referrals to the Money Advisors. Setting up Direct Debits.
6. Taking re-housing enquiries: providing information on the availability of properties; explaining how to apply for housing. Registering tenants on homeswapper. Registering interest in properties, checking eligibility, arranging viewings, and carrying out Experian checks.
7. Processing reports of anti-social behaviour: taking details of complaints; referring callers to appropriate colleagues or agencies, setting up cases on React, sending out letters for Neighbourhood issues i.e Gardens/Dog Fouling.
8. Transferring calls when customers request to speak to employees.
9. Dealing with Sales calls.
10. Inputting survey responses for Adactus 500.
11. Maintain accurate records of calls handled on the Group's housing management and repairs system.
12. Administer housing applications made to the Manchester Housing Register, SelectMove and Jigsaw waiting list. Make banding decisions for Choice Based Lettings.
13. Make calls to customers; e.g. to complete surveys; re-schedule appointments and review registrations.
14. Chasing Recharges as necessary and ordering Recharge cards.
15. Greet visitors to the office at reception, dealing with their queries or referring them to the appropriate colleague.
16. Carry out other administrative tasks to support the smooth running of the organisation.
17. Ensure you work in accordance with Financial Regulations at all times.

18. 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.
19. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
20. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

**PERSON SPECIFICATION
CUSTOMER ADVISOR**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		
Qualification demonstrating sound literacy & numerical skills (GCSE English & Maths A-C or equivalent)	E	Application Form / Certificates
SKILLS/EXPERIENCE		
Clear and accurate written work and data input	E	Test
Experience of handling high volumes of telephone calls on a range of subjects	E	Application Form/Interview
Experience of providing quality customer care to members of the public	E	Application Form/Interview
Ability to search and record information using in-house IT Systems	E	Application Form/Interview
Ability to process housing applications	E	Application Form/Interview
Punctual	E	Application Form/Interview
Experience of working in housing or maintenance sector	D	Application Form/Interview
A good knowledge and understanding of Social Housing	D	Application Form/Interview
COMPETENCIES		
Communicates clearly and concisely	E	Interview
Ability to use own initiative	E	Application Form/Interview
Works harmoniously with others, helping to generate a positive team atmosphere	E	Interview
Participates and makes constructive suggestions for solutions and improvements	E	Interview
A commitment to the Group's equal opportunity policies and practices	E	Interview
Understanding of data protection & confidentiality issues	E	Interview
Ability to work under pressure and meet deadlines	E	Application Form/Interview

Please note:

Applicants must meet the above "Essential" criteria as a minimum. "Desirable" criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. For example, by providing aids or adaptations to help overcome the effects of their disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to contact the HR team on 01942 608715

DISCLOSURE BARRING SERVICE INFORMATION

CUSTOMER ADVISOR

GENERAL DISCLOSURE INFORMATION:

The provisionally selected successful applicant for the post will be asked to apply for a Standard Disclosure from the Disclosure Barring Service.

A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.

As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):

*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.

A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Jigsaw Homes will consider persons with a criminal record on merit and ability and not discriminated against unfairly.

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:

As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Jigsaw Homes complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access:

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

Disposal:

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

Acting as an Umbrella Body:

Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.

Recruitment of ex-offenders:

As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, Jigsaw Homes complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within Adactus Housing and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

**Recruitment of ex-offenders –
continued:**

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.
