



Customer Services and Administration Assistant Recruitment Pack



Contents

Welcome from our Chief Executive	Page 2
Key Dates and Selection Process	Page 3-4
About Westfield Housing Association	Page 5
What we will want you to do	Page 6-8
Who we are looking for	Page 9-10
What you will get in return	Page 11
Employment of Disabled People Policy	Page 12

Attached

- Equality and Diversity Monitoring Form
- Declaration Form
- Preference Form
- Privacy Notice for Job Applicants



Welcome

Hello

Thank you for your interest in working with us at Westfield Housing.

We're an enthusiastic and energetic team committed to building thriving communities. The role of Customer Services and Administration Assistant will give you the opportunity to be creative and to shape the services that our tenants and communities want and need.

We are looking for someone with a desire to innovate and who is able to work positively with staff, customers and stakeholders to deliver excellent customer and administration services.

For an informal chat about the role and our organisation, please contact me on 01900 602906.

Best regards

A handwritten signature in black ink, appearing to read "Debbie Fox".

Debbie Fox
Acting Chief Executive

Key Dates and Selection Process

Application Process

To apply for the role of Customer Services & Administration Assistant, please provide a C.V. and a statement (no more than 2 pages) on why you are the person we are looking for. Please include why you are interested in the post and the qualities and attributes that you would bring to the role, including all relevant experience.

Please email your C.V. and supporting statement, together with your completed Equality and Diversity Monitoring Form, Employment Declaration Form and Privacy Notice to hr@westfieldha.org.uk.

Please ensure your C.V. includes:

Contact Details

- Full name and address.
- Telephone number and when is the best time to contact you.
- Email address.

Employment History

- Starting with the most recent, give details of current and previous employment. Include the employer name and location, your job title and main duties and your reason for leaving or wanting to leave. Please also explain any gaps in your employment history.

Education and Training

- GCSE, A levels or equivalent, degree, professional qualifications or further education.
- Any current studies.
- Any professional titles and any professional bodies you are a member of.

Other Information

- Reasons for applying for the post.
- Relevant skills and experiences.
- Any outstanding disciplinary matters or other information you feel is relevant.
- Details of two referees (one should be your present or most recent employer).
- We will require confirmation you are legally entitled to work in this country.

Closing Date

Sunday 10th August 2025

- Candidates selected for interview will be informed by Tuesday 12th August 2025.
- Please make sure you provide us with your email address and mobile telephone contact information.

Interviews

Wednesday 20th August 2025

- Shortlisted candidates will be interviewed by the Selection Panel. Interviews should be no more than one hour duration.
- You will be informed of the outcome as soon as possible.
- References will be taken up before a written offer of employment is made. Referees will not be contacted without your prior permission.

About Westfield Housing Association

We are a small not for profit housing association based in Workington, West Cumbria. Rooted in, and growing from our community base, we are committed to providing high quality housing and services aligned to local community needs. We have a reputation for excellent service delivery and consistently achieve high levels of customer satisfaction.

While the Association's origins lie in the provision of homes for key workers in the local iron and steel industry in the 1950's, we have diversified our services whilst retaining our local focus. Our office is in the Minto Centre on the Westfield estate, formerly an infant school and now developed as a community resource. The Centre accommodates the Association and Footsteps Nursery.

Over the years our wider community role has been crucial to us. Our ambition is to make a lasting and positive difference to our customers and the wider community, and a key aim has been to work to ensure that tenants and residents live sustainably and successfully.

Our Business Plan sets out our ambition to develop 150-200 new homes for rent by 2030 including more older persons housing and more family provision. Currently we have 638 properties in ownership. The plan also seeks to build stronger customer and community engagement and to develop our services to meet local needs and support and strengthen local communities.

Further information on the Association is available on our website, or on request.

What we will want you to do ...

Position:

- Customer Services and Administration Assistant

Responsible to:

- Operations Director

Purpose of Position:

- To provide a high quality, professional and personalised customer service that meets customers (external and internal) needs and aspirations and delivers an excellent customer experience.
- To provide an efficient and effective administration service.

Specific Duties:

- Provide a professional, helpful and flexible frontline customer service dealing in a timely and effective way with the full range of customer contacts including customers calling into the office, telephone calls, texts, emails and other contacts via social media e.g., the tenant portal, website and Facebook.
- Deal effectively and efficiently with a range of housing management and other queries including:
 - Dealing with repair requests from tenants in line with the Repairs Procedure, including accurately identifying repair requirements, advising tenants as necessary and logging and issuing repairs or pre-inspections as appropriate.
 - Managing Repairs inbox which includes new repair requests and chase ups from tenants, Out of Hours repairs to log from Service Provider and queries from Contractors.
 - Liaising with Contractors relating to repair chase ups from tenants
 - Conduct a number of Satisfaction surveys to tenants (via phone) - Emergency repairs (daily), gas servicing (monthly) responsive repairs (monthly), Adhoc surveys as required.
 - Liaising with Contractors to check on progress of jobs and closing down / adding notes accordingly.
 - Taking rent payments.

- Dealing with rent account enquiries in the first instances, referring to the Income Management Officer.
- Providing advice on housing options available to customers seeking re-housing.
- Processing of housing applications ensuring applications are dealt with in an effective and timely way and in line with the Access to Homes Policy and undertake regular reviews of the waiting list.
- Taking full and accurate details of complaints, dealing with these where possible (e.g., where a quick and easy resolution is possible), logging to the Complaints module and referring to the appropriate Officer.
- Dealing with reports of Anti-Social Behaviour (ASB) in line with the Anti-Social Behaviour Policy and Procedure, providing advice/responding as appropriate and recording details using the appropriate module. Refer ASB reports to the appropriate Officer, as necessary.
- Undertake general administrative duties required for the efficient running of the Association including:
 - Processing rent payments including housing benefit and universal credit payments, as required.
 - Checking and processing invoices in line with invoice administration systems and processes.
 - Taking meeting minutes including Team Meetings and the Nursery Management Meeting which will require some evening working. Typing up minutes post meeting and circulating in a timely manner.
 - Filing documents (paper and electronic) in a timely and efficient way, maintaining orderly filing systems and ensuring filing is kept up to date.
 - Assisting with the management of post ensuring outgoing mail is correctly recorded, franked and delivered and incoming mail is distributed correctly and in a timely manner each day. Topping up the franking machine as necessary.
 - Ensuring office equipment runs smoothly, including the photocopier, telephones and franking machine. Liaise with the Business Support Officer where necessary, and report and oversee any required repairs in line with the appropriate contractual arrangements.
 - Assist in maintaining an effective archive facility.
 - Assist in maintaining and procuring an adequate stock of stationery.
 - Manage relevant email accounts to ensure enquires are responded to in a timely manner.
 - Assist other teams and staff with administrative processes including maintenance of spreadsheets and other records.

- Assist with maintaining and developing the Association's social media presence (e.g. website, Facebook, tenant portal), including ensuring regular updates, posting of key messages/information and timely responses to communications received. Generally, ensure that information is kept up to date, accurate and relevant.
- Develop and implement ideas for improving customer service ensuring that services are accessible, appropriate to the diverse needs of customers and provide the information, advice etc. required by customers. Generally working to provide an excellent customer experience.
- Assist with customer surveys and other feedback mechanisms, including conducting surveys and gathering, recording and preparing feedback.
- Assist Housing Services Officers and other staff with customer engagement activities including taking minutes of meetings, production of communications, information and documents and organisation and administration of events.

General Obligations

- Promote a caring, helpful and unbiased attitude towards all tenants and other members of the general public and to maintain an impeccable standard of honesty in all such dealings.
- Play a role in the "team approach" to all aspects of the Association's activity and provide such cover for absent colleagues as may be reasonably required.
- Promote and implement the Association's equality and diversity policy in all aspects of the post holder's work and in dealings with outside bodies.
- Further the Association's approach to quality and to identify improvement ideas in all areas of work.
- Undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
- Co-operate with WHA so that WHA can fulfil its duties under health & safety legislation.
- Undertake health and safety duties in line with all WHA's Health & Safety policies and arrangements.
- Undertake all duties and responsibilities in accordance with all policies and procedures.
- Participate in training and development relevant to the post and other wider training and development, as required.
- To be able to work without supervision, to respond sympathetically to the needs of the tenants and the general public, and to work flexibly for the needs of the Association.

No job description can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.

Who are we looking for ...

Person Specification –Customer Services & Administration Assistant

	Essential Requirements	Desirable Requirements
Education & qualifications	Good standard of general education, including GCSE grade C or above in English.	Administration/Customer Services vocational qualification (level 3)
Experience, knowledge & understanding	<p>Experience of working in a customer service environment, with the ability to multi-task, focusing on the customer, while navigating multiple in-house systems.</p> <p>Experience/knowledge of administration processes and procedures.</p>	<p>Experience in a repairs and maintenance environment with the ability to confidently liaise with customers, contractors and colleagues.</p> <p>Recent customer facing experience in a Social Housing organisation.</p> <p>Understanding of the services provided by a community based registered social landlord.</p>
Skills & Abilities	<p>Excellent verbal, written communication and inter-personal skills; able to communicate effectively with a range of internal & external individuals, including ability to adapt communication methods to suit a range of customers.</p> <p>Able to work well as part of the Team, forming and maintaining effective working relationships.</p> <p>Able to work responsibly and on own initiative with minimal supervision.</p> <p>Able to engage customers through high levels of empathy and understanding.</p> <p>Able to react positively to ever changing expectations and customer needs.</p> <p>Understands the need for confidentiality in the provision of customer services.</p>	

	<p>Excellent organisational skills, able to plan and prioritise workload, work under pressure and meet deadlines.</p> <p>Excellent IT skills across a range of applications, particularly Word, Excel, and of using bespoke software.</p>	
Behaviours	<p>Customer focused with a strong commitment to delivering a high quality/high performing service.</p> <p>Resilient, positive.</p> <p>Enthusiastic, hard working and self-motivated.</p> <p>Commitment to the ethos of Westfield Housing and representing the association positively and professionally.</p> <p>A flexible approach, being available when needed most.</p> <p>Committed to equality and diversity.</p> <p>Committed to continuous improvement and quality in all aspects of work.</p>	

What you will get in return

Position

Customer Services & Administration Assistant:

1 x full-time – 35 hours per week - Monday to Friday

OR

2 x job share – 21 hours per week – Monday to Wednesday or Wednesday to Friday

OR

Other options for Part-Time Working could be explored subject to the needs of the service

Salary

The annual salary for this post, based on 35 hours per week is £27,465 p.a.

The annual salary for this post, based on 21 hours per week is £13,733 p.a.

The annual salary for Part-Time Working would be based on £27,466 p.a. pro-rata dependent on hours of work

Annual Leave

25 days per annum increasing by one day per annum up to 30 days maximum, plus bank holidays and three nominated days at Christmas/New Year for full-time staff/pro rata for part-time staff.

The annual leave year is 1st April to 31st March and there is provision to buy/sell up to 5 days/one working week's leave at the start of each year for full-time staff/pro rata for part-time staff.

Place of Work

The Association's office is The Minto Centre, Nilsson Drive, Westfield, Workington, Cumbria, CA14 5BD.

Working Hours

Full-Time (35 hours per week) – Monday to Friday 9.00 am to 5.00 pm including a one hour unpaid lunch break.

Or

Job Share (2 posts x 21 hours per week) – Monday to Wednesday 9.00 am to 5.00 pm and Wednesday to Friday 9.00 am to 5.00 pm Including a one hour unpaid lunch break.

Or

Other options for Part-Time Working could be explored subject to the needs of the service

Although not contractual, the Association is currently operating the option of a reduced unpaid lunch break to enable a 4.00 pm finish on the final day of the working week.

Pension Scheme

All qualifying employees are auto enrolled into a qualifying scheme. Westfield Housing Association is currently using the Social Housing Pension Scheme managed by TPT Retirement Solutions; the employee contribution rate is 5% to 7.5% of salary with the Association contributing twice the employee rate (up to a maximum of 15%).



1. It is the Association's policy that disabled people should have full and fair consideration for all job vacancies for which they are suitable applicants. This means that all applicants with a disability who meet the minimum criteria for a job vacancy will be interviewed and considered on their abilities.
2. The Association will continue to maintain in employment, wherever practicable, employees who become disabled during their working life and will help with their rehabilitation and retraining.
3. The Association wishes to help disabled people to realise their full potential by ensuring that they receive equal consideration for career development and promotional opportunities.
4. Wherever practicable, the Association will modify job requirements, procedures or equipment to make full use of an individual's ability.
5. In order to make this policy work effectively, close links will be maintained with the local Disability Employment Adviser and other specialist voluntary bodies, where appropriate.