



Customer Services and Administration Assistant Recruitment Pack



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Attached

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

1 Welcome

Hello

Welcome from the Chief Executive

Thank you for your interest in joining us at Westfield Housing.

We are a dedicated and customer-focused team committed to providing high-quality services and creating thriving communities. The role of Customer Services and Administration Assistant is a varied and rewarding opportunity to make a real difference to our customers' experiences through excellent customer service, effective administration and positive engagement with tenants, colleagues and contractors.

We are looking for someone who is organised, approachable and proactive, with a commitment to delivering excellent service and continually seeking ways to improve what we do for our customers.

Good luck and we look forward to receiving your application.

Best regards

A handwritten signature in black ink, appearing to read 'Debbie Fox', with a stylized, cursive script.

Debbie Fox
Chief Executive

2 Key Dates and Application 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 and Employment Declaration Form 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 - Tuesday 29th September 2026

Interviews - Monday 12th October 2026

3. About Westfield

We are a small, not for profit registered provider based in Workington, West Cumbria and governed by a volunteer Board. Rooted in, and growing from our community base, we manage 668 homes and are committed to delivering high quality housing and services to local residents and communities. We are delighted that we consistently achieve high levels of satisfaction with our services and that we contribute to making West Cumbria a great place to live.

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

We employ 40 staff across the Association and Footsteps Nursery.

Our Vision is to be the first-choice social landlord for West Cumbria and Our Mission is to enable people to thrive through the provision of high quality, affordable homes and excellent customer centred housing and community services.

Further information on the Association is available on our website – www.Westfieldha.org.uk or on request.

4. What we will want you to do ...

Position:

- Customer Services and Administration Assistant

Responsible to:

- Customer Engagement & Communications Officer

Purpose of Position:

- To provide a high quality, professional and personalised customer service that meets customers (external and internal) needs and aspirations and delivers excellent customer experience.
- To provide an efficient and effective administration service.
- To play a key role in tenant communication, contractor liaison, customer satisfaction monitoring and maintaining accurate system records to support safe, compliant and well-managed housing services.

Key Responsibilities:

1. Generic Duties

- (i) 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.
- (ii) Conduct a number of satisfaction surveys to tenants (via phone): emergency repairs (daily), gas servicing (monthly) responsive repairs (monthly), ad hoc surveys as required gathering, recording and preparing feedback.
- (iii) Undertake general administrative duties required for the efficient running of the Association.
- (iv) Take meeting minutes including WHA Team Meetings, WHA Executive Team Meetings and Nursery Management Team Meetings which may require some evening working. Typing up minutes post meeting and circulating in a timely manner.
- (v) File documents (paper and electronic) in a timely and efficient way, maintaining orderly filing systems and ensuring filing is kept up to date.

- (vi) Assist 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.
- (vii) Ensure 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.
- (viii) Assist in maintaining an effective archive facility.
- (ix) Assist in maintaining and procuring an adequate stock of stationery.

2. Housing, Rents and Allocations Administration

- (i) Deal effectively and efficiently with a range of housing management queries.
- (ii) Process rent payments including housing benefit and universal credit payments, as required.
- (iii) Deal with rent account enquiries in the first instances and forward to the relevant Housing Services Officer for the property.
- (iv) Provide advice on housing options available to customers seeking re-housing.
- (v) Process 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.
- (vi) Take full and accurate details of complaints, dealing with these where possible (e.g., where a quick and easy resolution is possible), log to the Complaints module and refer to the appropriate Officer.
- (vii) Record initial reports of Anti-Social Behaviour (ASB) and forward to the relevant Housing Services Officer for the property.
- (viii) Assist the Customer Engagement & Communications Officer and any other staff with customer engagement activities including taking minutes of meetings, production of communications, information and documents. Assist with the organisation and administration of events.
- (ix) Manage relevant email accounts to ensure enquires are responded to in a timely manner.
- (x) Assist other teams and staff with administrative processes including maintenance of spreadsheets and other records.

- (xi) Assist the Customer Engagement and Communications Officer as required to maintain and develop the Association's social media presence.
- (xii) Develop and implement ideas for improving customer services, ensuring services are accessible, appropriate to the diverse needs of customers and provide the information, advice etc. required by customers. Generally working to provide excellent customer experience.

3. Repairs & Maintenance

- (i) Provide administrative support for responsive repairs and maintenance services, ensuring repair requests, contractor liaison, tenant communications and system records are managed accurately and efficiently.
- (ii) Monitor and report on service performance by gathering tenant feedback, analysing results and maintaining accurate performance records across repairs, servicing and improvement programmes.
- (iii) Support contractor performance by managing communications, monitoring job progress, maintaining records and preparing information for performance reviews and meetings.
- (iv) Provide administrative support for compliance activities by co-ordinating job scheduling, tenant communications, record keeping, and tracking across key safety and maintenance programmes.
- (v) Provide administrative support for voids and property access arrangements by maintaining access records and co-ordinating communications with tenants.
- (vi) Provide administrative support for damp and mould management by co-ordinating inspections, logging cases and arranging follow-on remedial works in conjunction with the Maintenance Surveyor.
- (vii) Maintain accurate property services data, records and administrative systems, supporting complaints management, document control and day-to-day operational administration across all Property Services systems.

4. 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, Diversity & Inclusion 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 other policies and procedures.
- Participate in training and development relevant to the post and other wider training and development, as required.
- 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.

5. 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	Experience of working in a customer service environment, with the ability to multi-task, focusing on the customer, while navigating multiple in-house systems. Experience/knowledge of administration processes and procedures.	Experience in a repairs and maintenance environment with the ability to confidently liaise with customers, contractors and colleagues. Recent customer facing experience in a Social Housing organisation. Understanding of the services provided by a community based registered social landlord.
Skills & Abilities	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. Able to work well as part of the Team, forming and maintaining effective working relationships. Able to work responsibly and on own initiative with minimal supervision. Able to engage customers through high levels of empathy and understanding. Able to react positively to ever changing expectations and customer needs.	

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

6. What you will get in return

Position

Customer Services & Administration Assistant: 1 x full-time – 35 hours per week - Monday to Friday

Salary

The annual salary for this post, based on 35 hours per week is £28,795 p.a.

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. Car parking is available on-site.

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.

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.