



# CUSTOMER SERVICE ASSISTANT

## Recruitment pack

### Homes in Somerset

Bridgwater House, Kings Square,  
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org)



**Penlea House Development**



**Woolavington Estate Walkabout**



**Carrots Farm Handover**



**Highbridge Estate Walkabout**



**West Bow House Customers**



**2024 Garden Competition**

## Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset as a Customer Services Assistant. We are looking for a friendly, proactive and professional Customer Service advisor to join our busy front-line team.

Within this role, you will be the first point of contact for our tenants, contractors and external partners. You will play a key role in our professional and customer-focused team with the responsibility of providing an efficient and effective service to all our customers.

This is an exciting and varied role which will require you to have a great eye for detail alongside independent risk assessing and problem solving with the ability to multi-task between admin tasks and calls in a fast paced, busy customer services team

This is a great opportunity for an outstanding professional who can maintain professional and calm manners under pressure to join us at an exciting time.

The successful candidate will be joining an organisation that is committed to colleague engagement, where every colleague is valued and heard.

We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing [Jobs@homesinsomerset.org](mailto:Jobs@homesinsomerset.org).

We look forward to receiving your application.

With best wishes,

*Julia*

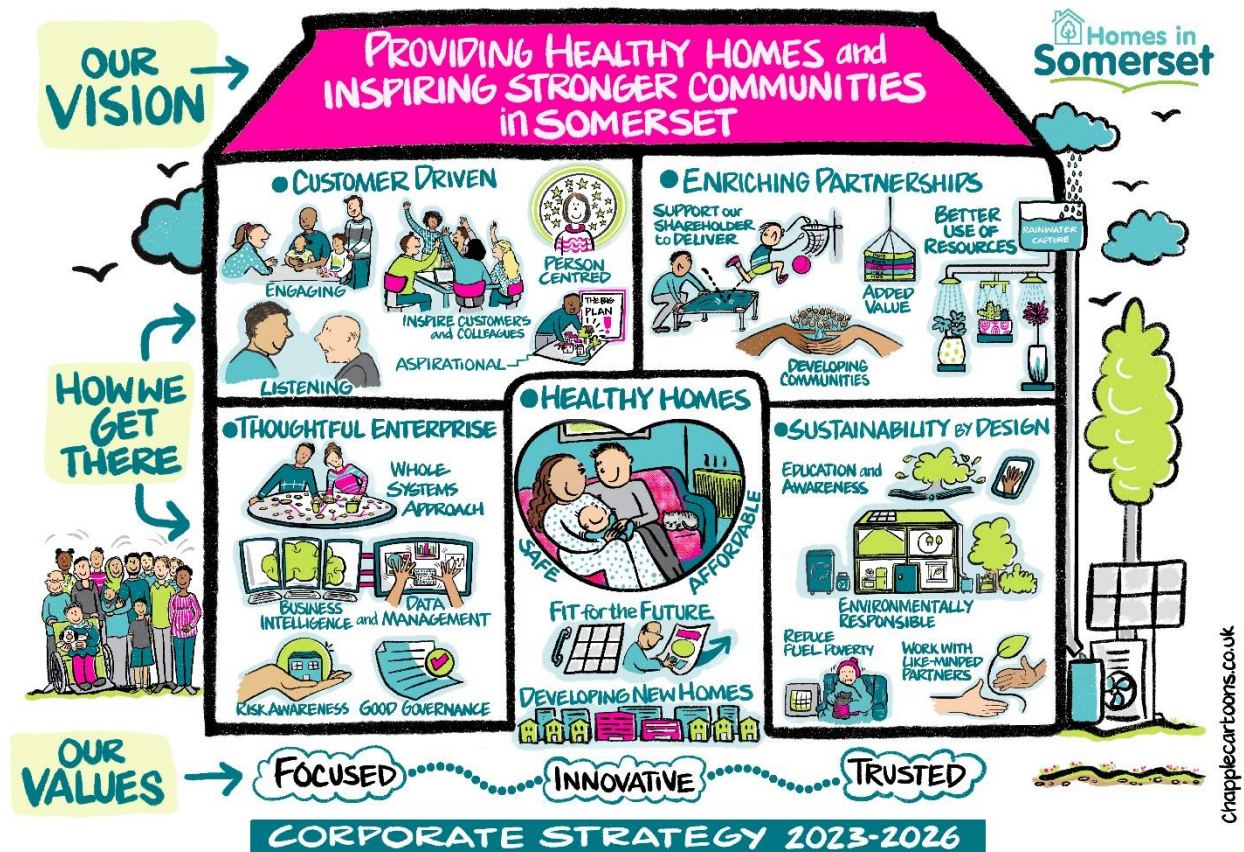
Julia Paling  
Head of People & Communications

## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality; safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

## Our current strategy



**FOCUSED**

**INNOVATIVE**

**TRUSTED**

## Role Profile

Job Title: Customer Services Assistant

Salary: £28,142 - £29,540 (Full time - 37 hours per week)

Annual Leave: 25 days, plus bank holidays

## What's the role?

**You will:**

- Provide a range of customer related services and champion a culture of Customers First.
- Consistently demonstrate a strong commitment to customer service and care delivering high standards which aligns with our Homes in Somerset values while participating in continuous improvement of our services.
- Be able to demonstrate excellent written and verbal communication skills and explain, in plain English, complex information in email, letter and report form.
- Be able to maintain a professional and calm manner under pressure
- Be able to demonstrate strong soft skills including listening and empathy.
- Have 2 years' experience of working in a customer focused role, face to face and over the phone, delivering front line services.
- Report to the Customer Services Team Leader

This role is working 37 hours per week, based in Bridgwater House, Bridgwater.

## What will I have to do?

**You will:**

- Act as first point of contact for our customers, contractors and external partners in relation to all housing and property queries such as repairs and income, trying to resolve all queries at initial contact where possible.
- Ensuring that customer expectations are managed from the first point of contact regarding time frames and action being taken especially to those customers who may have more complex or additional needs.
- Accurately log and process all customer queries, requests and complaints covering all major aspects of the housing service at first point of contact via call, email, and social media in line with Policies and procedures.
- Raising new repairs on request from all customers and staff such as surveyors for all properties, communal areas and estates. This includes all Void property works as required and Damp and Mould case managements in line with Awaab's Law.
- Logging all anti-social behaviour, neighbour disputes, all housing queries, income queries and ensuring time frames and follow on action is clear to manage customer expectations.

- Liaise and be a bridge between our customers and the teams delivering our operational services ensuring high quality services are maintained for all customers and stakeholders.
- Provide a professional face to face Reception service during office hours (on a rota basis).
- Use all available IT systems to manage customer enquiries, providing customers with information, forms or access to other systems. Input and extract data accurately as required in line with GDPR.
- Support the Customer Services Team Leader by providing comprehensive administration support in all operational areas
- Manage incoming emails from customers via all customer service inboxes alongside website queries and ensure appropriate action is taken promptly.
- Processing of invoices, post opening etc and all other daily admin tasks as needed.
- Support the performance management framework and demonstrate commitment to delivering services at upper quartile levels for departmental performance
- Adhere to good information security
- Carry out telephone and other satisfaction surveys on all services such as repairs and input feedback using relevant systems.

## What do I need to be successful?

### You will:

- Have excellent demonstratable customer service and administrative experience providing services to residents via telephone, face to face and digitally.
- Have a good level of general education including English and Maths with at least A-C grade at GCSE
- Understand the role of social housing
- Have well-developed interpersonal skills and you'll need to be a 'people' person who develops strong working relationships internally and externally.
- Be able to effectively and independently manage complex customer queries including those with additional SEN.
- Be able to maintain a professional and calm manner under pressure
- Have the experience of working with customers 'face to face' and by telephone
- Have the experience of using IT systems and packages required for a customer service function

## How will I evidence my success?

### You will:

- Display and demonstrate behaviours that reflect our Values and put Customers First
- Successfully meet agreed key performance indicators
- Develop positive and productive working relationships with customers, colleagues and other stakeholders
- Take a proactive approach in team meetings, at 121's etc.
- Have a 'can-do' attitude



## What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

## Recruitment Timetable

| Activity          | Proposed Dates           |
|-------------------|--------------------------|
| Recruitment opens | Friday, 28 November 2025 |
| Closing date      | Sunday, 7 December 2025  |
| Shortlisting      | Monday, 8 December 2025  |
| Formal interviews | Friday, 12 December 2025 |

## How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 7 December 2025 at 23:59pm.**