

KICKSTART ROLE

Customer Relationship Assistant (KG)

Location: Norwich, NR7 0WF

Closing date: June

Placement summary:

This is a fantastic opportunity to learn customer relationship management first hand at Clarion Housing Group. Working in the House Exchange team, you will be providing ongoing support to the social landlords we partner with throughout the UK. Reporting into the team's Senior Partnership Manager, you will have the opportunity to help make sure that we are providing a first class level of customer service to external organisations, such as local authorities and housing associations.

Key responsibilities include:

- Responding to emails and telephone calls from organisations and residents.
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- Developing relationships with external customers and businesses.
- Contacting partners by telephone and virtual video meeting tools such as Microsoft Teams.
- Developing an understanding of the housing sector and specifically the options available to social. Housing residents looking to move home, primarily focusing on mutual exchange.
- Analysing data and displaying this in an accessible way to share with the team and the wider business.
- Supporting the creation and delivery of presentations and training.
- Helping to create social media campaigns and responding to enquiries through these channels.
- Gathering success stories from people that have moved home to share with the business and external partners.
- Support with drafting new contracts for existing customer renewals.
- Displaying and implementing an awareness of data protection and ensuring compliance is met at all times in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).
- Working with the Senior Partnership Manager to aid the creation of marketing materials.



CLARION
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Essential skills, experience and qualifications:

An interest in learning and applying this knowledge on a daily basis. A passion for attention to detail and delivering work of an excellent quality. Experience in communicating with people face to face and via telephone/email. A demonstrable ability to self-motivate in a home working environment A willingness to travel (if restrictions are lifted during the course of the post). Confidence using computers and other appropriate technology such as smart phones. Personal integrity and credibility with a commitment to equality and diversity. An ability to display a professional and tailored approach to a range of audiences.

In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.

Please contact your Work Coach via your Universal Credit Journal, stating:

- *The full name of the Employer – Clarion Housing Group*
- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

Your Work Coach will then contact you to confirm whether you fulfil the suitability & eligibility criteria, and discuss next steps.