

KICKSTART ROLE

Customer Support Specialist (KG)

Location: Norwich, NR7 0WF

Closing date: June

Placement summary:

- Reporting to the Business Initiatives Manager, the House Exchange Team is looking for someone who has a passion for engagement with our users to help support them to find a move. You will be proactively calling our residents and supporting them to find a move.
- Key responsibilities
- Build a rapport and trust with residents looking for a move and support them using House Exchange by proactively calling them and handholding them through the process.
- Research other housing options available for them in the local authority area they wish to move to & contact the local housing team.
- Facilitate and monitor agreed support actions, maintaining tailored communication with customers to build and maintain customer confidence and escalating blockages to ensure timely and effective management of cases.
- Ensure all relevant systems are updated during the management of cases.
- Support the promotion of House Exchange through creating publicity material, writing case studies and updating social media channels.
- Deliver excellent customer service throughout all activities.
- Provide administrative support to the House Exchange team. This will involve correspondence with all residents & stakeholders via email and phone; inputting data on spreadsheets; managing users on the House Exchange database.

Essential skills, experience and qualifications:

Experience and pre-qualification criteria: Proficient in Microsoft Office including Word, Excel and PowerPoint. Good customer service attitude with excellent communication skills.



CLARION
HOUSING GROUP

Excellent organisational skills with the ability to multi-task, prioritise and manage time effectively.

Autonomous, self-starting, smart, ambitious and tenacious with the ability to achieve challenging targets. Self-motivated, has personal integrity and credibility. Ability to work well in a team. Proactive with energy and enthusiasm and have an ability to have a flexible approach. Pride in producing accurate work with attention to detail, seeking clarity where necessary.

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 and eligibility criteria, and discuss next steps.