

Connect with
our Co-ops



Customer & Repairs Advisor



As part of Coop Homes, you'll use your knowledge, organisational skills and enthusiasm to deliver a fantastic service to our customers and a service that keeps on getting better and better.



Connect with what you'll do

In your role you'll:

- ▶ Be the contact for our repairs service, keeping our customers updated at every step of their repairs journey.
- ▶ Resolve all issues quickly and accurately so we deliver first-class service for every project, home and customer, every time.
- ▶ Work collaboratively with colleagues, contractors and suppliers to manage repairs and make sure they are resolved effectively.
- ▶ Use our digital systems and tools to ensure tasks are actioned, track progress, maintain accurate records and report statistics.
- ▶ Raise repairs and support customers to raise repairs online.
- ▶ Use your numerical skills to monitor performance and produce reports.
- ▶ Support the governance team to produce reports for our co-op customers.
- ▶ Be super organised, keeping you, your team, and colleagues across the business on track so we deliver our goals and targets and remain compliant.
- ▶ Be brilliant at the basics, knowing your role, your systems, your service, and your customers inside out.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.
- ▶ Be a great team player and do what it takes to keep the business moving forward.
- ▶ Build up a detailed understanding of repairs and housing.
- ▶ Carry out any other reasonable duties to deliver great service.

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Delivering brilliant customer service, preferably within social housing.
- ▶ A high volume of work and remaining calm under pressure.
- ▶ Working with other teams to deliver amazing results.
- ▶ Using IT systems proficiently including word, excel, databases and outlook.

It'd blow us away if you had:

- ▶ Experience of working in a repairs environment.

The key behaviours we expect in the role include:

- ▶ Communicating clearly, concisely and thoughtfully, verbally and in writing.
- ▶ Demonstrating great interpersonal skills to build confident, collaborative working relationships with a range of stakeholders including building contractors, suppliers and customers.
- ▶ Taking pride in being organised, prioritising tasks to meet deadlines.
- ▶ Being self-motivated and able to work without close supervision.
- ▶ Always providing amazing customer service, even under difficult circumstances.
- ▶ Being confident and assertive in dealing with challenging behaviour and situations.
- ▶ Being digitally savvy, learning our systems quickly and using them to deliver an amazing customer service experience.
- ▶ Working in an organised, methodical way with excellent accuracy and attention to detail.
- ▶ Making wise decisions and solving problems and queries quickly and accurately without over-complicating things.
- ▶ Taking ownership and being tenacious to make things happen.
- ▶ Building trust by doing what you say you will.
- ▶ Be the best version of yourself in every situation and show resilience even when it's tough.
- ▶ Holding your hands up if you make a mistake, quickly re-focusing to put things right and demonstrating learning so it doesn't happen again.
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.