

Customer Service Advisor

Location: On-site at Stratford, London

Reporting to: Customer Services Team Leader

Contract Type: Full-time

Salary: £30,900

About us

We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infill to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

Role purpose

This role is to ensure we deliver consistently high quality, effective and empathetic services to all residents and other customers whenever they contact Populo by telephone, in person or digitally, consistently striving to resolve customer enquiries at the first point of contact where possible.

Key responsibilities

- Provide a first response to customer queries and, where required, escalate to the correct colleague to support a resolution for the customer.
- Diagnose repairs and where it is the landlord's responsibility raise work orders to complete the repair.
- Respond to rent balance queries and support tenants with ways to pay their rent.
- Support with the investigation of complaints and queries. Producing case packs where an issue is complex and/or multi-faceted.
- Carry out initial assessments for anti-social behaviour cases and triage appropriately.
- Ensure customer receive accurate information when requested.
- Be proactive in identifying opportunities for continuous improvement and maintaining existing improvements.



- Communicate effectively with the customer, team members and other stakeholders in a professional manner.
- Attend resident engagement events and resident scrutiny panels to support preparation of events, take minutes and keep an updated action log.
- Maintain relevant systems to manage customer cases through to completion in line with Populo's procedures and processes.
- Support with the administration functions where required.
- Conduct call backs to customers within 24 hours of a customer receiving a repair.

Skills and Experience

- Recent experience of dealing directly with customers, particularly via the telephone.
- Experience in the use of computer systems, including word processing and spreadsheets.
- Recent experience in undertaking clerical/administrative duties.
- Excellent planning and personal organisational skills.
- Ability to work between the hours of 8am and 6pm on a rota basis.

