



**Customer Service Assistant
(Full-Time – 37 hours per week)**

Base of Work: Customer Service Team, Oval Centre Workington with cover at Nook Street Workington

Salary - £19,396 p.a. - £21,653 p.a.

An exciting opportunity has arisen within our frontline Customer Service Team. As a Customer Service Assistant, you will play a key role in delivering an excellent first point of contact service to all customers in a fast paced and reactive environment. You will be able to deal with housing related enquires coming into the front line service through a variety of communication methods whilst showing professionalism, resilience and proactivity to support and assist the aims and objectives of other Impact Housing services.

Essential requirements:

- Experience of working in a fast paced, reactive environment
- Excellent communication and interpersonal skills
- The ability to use initiative and make effective decisions under pressure
- Excellent organisational skills and attention to detail
- Flexibility and adaptability to be able to work from varied locations

Impact Housing Association, which operates as part of 'The Riverside Group' is undertaking a phased integration into the Group. The first phase of this integration is due to happen on 1st April 2020, and colleagues employed with Impact Housing Association prior to this transfer date will be subject to the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE). We will be undertaking consultation during this time and there will be no fundamental changes to terms and conditions of employment.

If you would like to join our team, then tell us about your experience and why you think you would be great for this role.

We value diversity and therefore welcome and encourage applications from all backgrounds.

Closing date: Sunday 8th March 2020

Interviews: Wednesday 18th March 2020

For details about this post and to apply, please visit our website at www.impacthousing.org.uk and follow the link to our online recruitment system. If you experience any problems with this please telephone 01900 842145. Please note CV's will not be considered/acknowledged.



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18th February 2020

Dear Applicant

Re: Post of Customer Service Assistant, Customer Service Team, Salterbeck

Thank you for your interest in the above post. The following documents are available for your information and will assist you with your online application, these can be found by clicking the job title in the jobs section of our website www.impacthousing.org.uk/latestjobs :

- Role profile – containing job description, person specification and valued behaviours
- guidance notes
- copy of the advert

The following documents can be found on the right hand side of jobs section on our website www.impacthousing.org.uk/latestjobs which are also available for your information and which may also assist with your application:

- [privacy policy](#)
- equality and diversity policy
- recruitment of ex-offenders
- terms and conditions of employment

The closing date for applications is **Sunday 8th March 2020**. The date for interview is **Wednesday 18th March 2020**. If your application is received late then we will not be able to consider it. **Please note that all applicants invited for interview will be notified by email on Wednesday 11th March 2020**. Therefore, if you have not heard from us by the close of business on this date, then, unfortunately, your application has been unsuccessful. If you would like feedback on your application, please contact us on either 01900 842145 or email us at vacancies@impacthousing.org.uk

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates. Criminal records will only be taken into account for recruitment purposes only when the conviction is relevant, which will normally be with regard to the protection of children and vulnerable adults. Unless the nature of the work demands it, you will not be asked to disclose

IMPROVEMENT THROUGH ACTION

Head Office: Nook Street, Workington, Cumbria CA14 4EH

Telephone: 03448 736290 | Text: 07946336336 | Web: www.impacthousing.org.uk | Email: vacancies@impacthousing.org.uk

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convictions which are "spent" under the Rehabilitation of Offenders Act 1974. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s).

We wish to point out that the application form will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. Please bear this in mind when completing your application form to highlight how your experience/knowledge/skills meet the requirements outlined.

Please note that if you are offered a post with us, following your interview, you will be expected to pay for your own DBS check, which costs £33.40 for a basic check.

If you have any queries please contact Julie Canfield/Lynda Mossop on 01900 842145 or alternatively email vacancies@impacthousing.org.uk

Yours sincerely

Julie Canfield/Lynda Mossop
Human Resources Advisor

Online Application Guidance Notes

Please read these guidance notes carefully before completing your job application and use Internet Explorer (not Safari, Firefox etc.) when accessing our online system.





Registering for the first time with the Impact Housing jobs page

When you first log into our online application form you will be asked for your personal details. Once you have completed this section **please ensure you click 'Save details' at the bottom of this page before continuing, otherwise, the information you have entered will be lost.** You can then choose to complete the sections down the left hand side (Job History, Qualifications and Referees) or return to them at a later date when you wish to complete your application.

When you are satisfied that these sections have been completed click on **'view all of our vacancies'** on the left hand side of the page and click 'apply for vacancy' under the job you are interested in. You will then have to complete a list of additional questions that are specific to that role. Please be advised that you can save your application form and return to it at any time prior to the closing date by clicking 'Save Application' at the bottom of the page. **When you are satisfied you have completed this 'Job Details' section please ensure you click 'Submit Application' to submit your application.** Remember to make a note of your login and password for future reference.

Returning to a saved application or completing an application when you are already registered with the Impact Housing jobs page

If you choose to return to an application at a later date, or you have previously registered and are applying for a different vacancy, please ensure you work through all the sections listed on the left hand side of the screen, as you may not have entered this information at the time of registering or information may have changed which needs to be updated.

-  View My Details
-  View My Job History
-  View My Qualifications
-  View My Referees

Please ensure you click 'Save all records' at the bottom of each page before continuing, otherwise the information you have entered will be lost.

When you are satisfied that these sections have been completed click on **'view all of our vacancies'** on the left hand side of the page and click 'apply for vacancy' under the job you are interested in. You will then have to complete a list of additional questions that are specific to that role.

Please be advised that you can save your application form and return to it at any time prior to the closing date. This can be done on the homepage by clicking;

 View My Applications

This must be submitted prior to the closing date otherwise your application will not be included for short listing. Once submitted you will receive an email to confirm this.

Please note that once an application has been started the vacancy will no longer show up in the vacancies list when you are logged in. If you wish to view the vacancy details click 'view vacancies' on the login page.

General online application form tips

- Please use Internet Explorer when trying to access the page.
- When navigating the page please ensure you use the buttons on the webpage and not the web browser back button as this will affect your application when trying to save.
- Due to quirks of the system please always choose 'Home' as the address type for your referees even if it is an office address.
- Please ensure you enter a 'level' for each qualification entered otherwise these will not save i.e. GCSE, CSE, A-Level etc.
- The application form and additional information will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. You should use the 'additional information' section to clearly explain how your particular skills, knowledge, values and behaviours, experience and qualifications compare with the requirements of the person specification. You can demonstrate these requirements from your professional, voluntary or spare time activities. Please note the text boxes will expand to include as much detail as you wish in this section.
- All applicants must complete the employment history section leaving no gaps in employment unaccounted for. Indication of time off for a career break, for caring responsibilities, for study or travel or absences from work due to a disability will not prejudice your application in any way. If you are still in employment please leave the leaving date box blank for that job.

What happens next with my application?

Short listing

All applications received by the closing date will be shortlisted. This process involves comparing the information you have provided on your application form with the requirements of the person specification. The shortlisting panel will consider the overall quality of the applications and those applicants that best meet the essential and desirable criteria will be invited to interview.

The Diversity Monitoring section of the form will be used for monitoring purposes only - it will NOT be used as part of the shortlisting or interview process.

Please note that all applicants invited for interview will be notified in writing. Unfortunately applicants who have not heard from us by the date specified on the accompanying letter have been unsuccessful with their application – no further correspondence will be sent.

Interview Stage

Once candidates have been invited to interview the scores obtained at shortlisting will not contribute to the interview process. All candidates invited for interview will be notified in writing and asked to confirm their intentions to attend.

Further Assistance

If you require further help or assistance with the application form or if you would like the application pack in an alternative format e.g. large print, braille, audio or another language, please do not hesitate to contact a member of the Human Resources Team on 01900 842145 or 03448736290 or e-mail vacancies@impacthousing.org.uk.