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| **Job title:**  | **Property Service Centre Advisor** |
| **Reports to:** | **Property Service Centre Manager** |
| **Duration:** | **Fixed-term – 12 months** |
| **Full-time or part-time:** | **Full-time** |
| **Location:** | **Manchester** |

**About Golden Lane Housing Limited**

Golden Lane Housing Limited is a Community Benefits Society who works with people with a learning disability to provide supported housing around which they can build their lives and to help tackle the immense challenges that people with a learning disability face in finding a home.

**Our vision**: Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

**Our values:**

* **Caring:** we support our tenants and colleagues and help them to achieve goals.
* **Listening:** we involve tenants in the review and design of housing services.
* **Honesty:** we build trust with tenants and families with fairness.
* **Reliable:** we are dependable and trusted to keep our standards and commitments.
* **Creative:** we work together in many different ways for great results

**About**

The Service Centre Advisor will be the primary point of contact for all repairs and asset management communications, regardless of the format. This role involves engaging with customers and colleagues through our customer care charter. The Repairs Advisor will distribute, collate, and record all customer satisfaction data associated with the repairs process from start to finish. They will work closely with the team to manage repair requests effectively and monitor documentation related to these repairs. The Advisor will report any issues to the appropriate personnel and will be multi-disciplinary, capable of addressing customer queries on any property-related issues or escalating them as necessary.

**Responsibilities**

* Provide excellent service to all internal and external customers, demonstrating patience and the ability to listen to determine the best course of action for all repair inquiries.
* Offer administrative support to the Property Surveyors, ensuring that the program of planned works is effectively communicated to tenants.
* Handle all inquiries professionally, playing a key role in delivering best-practice repair services. The Advisor will be confident and efficient in managing property-related queries and liaising with all teams to ensure high levels of customer service and satisfaction.
* Provide comprehensive support to regional and office-based teams, ensuring the efficient operation of all processes related to repairs.
* Contribute actively to the success of the business through timely and accurate recording and reporting. The Advisor will support regional teams and be essential in meeting deadlines.
* Serve as the initial point of contact for customer repair inquiries, ensuring that accurate information is gathered and recorded during customer interactions.

**Candidate requirements**

* Good knowledge and understanding of social housing management and repairs services and understanding of learning disability issues
* Understanding of customer services role within a social housing/charity environment
* Experience of working in a housing repairs service
* Knowledge of building design and maintenance
* Strong customer service background
* Ability to understand, learn and apply changes in processes related to repairs and housing management
* Ability to work efficiently and calmly when under pressure
* Ability to think logically to determine own solutions to problems
* Ability to work independently with confidence
* Knowledge of or willingness to learn more about learning disabilities