

JOB PROFILE + PERSON SPECIFICATION

JOB IDENTITY	
POST TITLE: Customer Services Assistant (multi-skilled)	DEPARTMENT: Housing & Property Services Teams
REPORTS TO: Heads of Housing & Property Services	SALARY POINT: Band 2 £26,862 to £32,733
Date last reviewed:	October 2026
JOB CONTEXT	
The Atrium Group (Atrium) comprises Atrium Homes, a successful, award-winning Registered Social Landlord with charitable status and Atrium Initiatives, a commercial subsidiary. The role provides flexible support across the organisation, acting as a first point of contact for customers and stakeholders, and assisting with the delivery of a wide range of housing management, repairs, maintenance, compliance, asset management and customer engagement activities.	
NATURE OF ROLE	
This is a supporting administrative role and the key characteristics of this post are customer service, administration, coordination and communication. The role provides a generalist support role and works across team boundaries. The role works closely with specialist Administrators and Officers, providing customer ownership, coordination and administrative support whilst referring specialist, complex or technical matters to the appropriate colleague. The role can escalate matters where specialist technical advice or formal decision-making is required, where there is a requirement for enforcement, legal action or statutory action, or regulatory or compliance risks are identified. The role will also escalate safeguarding concerns, more serious complaints or matters requiring financial approval.	
JOB PURPOSE	
To assist with the administration and coordination of all customer support activities and to provide an effective clerical, administrative and customer support service for Atrium. The role is a key point of contact for customers, putting the Customer First by taking ownership of enquiries wherever possible and coordinating activities across service areas to ensure customers receive a seamless and responsive service. The role will support the delivery of housing management, repairs, investment, compliance and community services whilst maintaining accurate records and contributing to the achievement of organisational objectives.	

MAIN DUTIES

In this post, you will be supporting our customer facing teams in a number of areas related to the delivery of customer focused housing and property services. The examples given below are illustrative of the types of activities that may be undertaken by the postholder, rather than exhaustive.

General Duties

- First point of customer contact.
- Customer communication and ownership.
- Routine case management and coordination.
- Appointment scheduling and monitoring.
- Administration and record keeping.
- Data input and database maintenance.
- Gathering information for reports and performance monitoring.
- Supporting customer engagement activities.
- Supporting specialist Administrators and Officers in service delivery.

Customer Service and Case Coordination

- To act as a first point of contact for customers, providing telephone, online, written and face-to-face services.
- To respond to routine enquiries relating to housing management, allocations, estate management, repairs, maintenance, planned investment programmes, compliance activity and other housing or property services.
- To maintain agreed service standards when responding to enquiries and assist in resolving complaints, compliments and service requests.
- To ensure customers receive a high-quality and efficient service and are directed to specialist staff when matters require technical advice, statutory decision-making or management intervention.
- To take ownership of and monitor and progress service requests, ensuring agreed actions are completed within required timescales.
- To liaise with customers, contractors, colleagues and partner organisations to facilitate service delivery.

Team Support

- To assist in the administration of activities including:
 - housing applications
 - allocations, voids and tenancy changes
 - estate management activity
 - tenancy sustainment initiatives and customer engagement activities
 - responsive and void repairs
 - planned and cyclical maintenance
 - investment programmes
 - statutory compliance including gas, electrical and fire safety
 - damp and mould, asbestos management and legionella management.
- To provide customers with information regarding Atrium services and processes.
- To support customer consultation and engagement activity, including meetings, events, surveys and service improvement initiatives.
- To identify customers who may require additional support and facilitate appropriate referrals where required.
- To raise works orders, monitor progress and maintain associated records.
- To coordinate appointments, inspections, surveys and contractor visits through liaison with

customers, contractors and colleagues.

- To undertake clerical and administrative tasks including correspondence, filing, record keeping and data input.
- To contribute to reception and customer service cover arrangements as required.

Compliance, Information Management and Asset Information

- To assist in the administration of landlord compliance programmes including gas safety, electrical safety, fire safety, damp and mould management, asbestos management, legionella management and other statutory obligations.
- To maintain accurate compliance records, certification records and associated databases.
- To assist in maintaining property and asset information held within organisational systems.
- To coordinate appointments and customer access arrangements associated with inspections and compliance activity.
- To support the maintenance of stock condition and property information records.
- To assist in gathering and obtaining relevant information.
- To administer databases including recording, maintaining and updating customer and property information.
- To assist specialist Administrators and Officers in gathering information for reports, performance monitoring and regulatory returns.
- To produce routine statistics and monitoring information as required.

General

Working at Atrium requires an open attitude and a positive approach to fresh challenges and activities along with a willingness to embrace any other duties which are appropriate to the grade of the post and the needs of the organisation.

We expect all employees to be able to schedule their own workload in an appropriate manner, taking into account other priorities and ongoing work within the team, department and organisation. This involves being able to effectively manage a varying workload whilst balancing competing priorities; working within policy and procedural requirements to achieve organisational objectives.

From time to time, you may be asked to represent Atrium at appropriate conferences, seminars and various local forums. You may also be asked to deputise for colleagues as required.

EDUCATION & QUALIFICATIONS

ESSENTIAL:

- Secondary School Level qualifications including National 5 English and Maths or equivalent.
- Current valid UK Driving Licence.

DESIRABLE:

- Further education level qualification in Housing, Business Administration, Customer Services, Property or Construction related discipline.

EXPERIENCE & KNOWLEDGE

ESSENTIAL:

- Experience of working in an administrative or customer service environment including direct customer and stakeholder engagement.
- Experience in maintaining accurate records and databases.
- Experience of coordinating activities involving multiple parties and working to deadlines.
- Good working knowledge of Microsoft 365 applications.

DESIRABLE:

- Experience of working within social housing, local government or property services.
- Knowledge of landlord and tenant responsibilities.
- Experience working with contractors or service providers.
- Experience using housing or property management systems.

SKILLS & PERSONAL ATTRIBUTES**ESSENTIAL:**

- High levels of customer awareness with a strong customer focus and excellent communication skills (both oral and written).
- Proactive, hard-working, flexible, adaptable and reliable.
- Excellent administration skills and attention to detail.
- Good planning and time management skills working on your own and as part of a team.
- Ability to develop positive working relationships.
- Sound problem-solving and decision-making skills.

DESIRABLE:

- Ability to analyse information and identify trends.
- Experience of supporting performance monitoring activities.
- Experience of engaging with customers and community groups.
- Advanced IT skills including use of reporting and analysis tools.

ADDITIONAL REQUIREMENTS**CRIMINAL
RECORD CHECK****Level 1 Disclosure**

The preferred candidate will be required to undertake a Level 1 (Previously known as Basic) Disclosure check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check.