

Customer Service Assistant x 2

Unity Housing Association

Applicant Information Pack



Hello!

Thank you for having an interest in working for Unity.

We are a successful, independent and ambitious housing association driven by social purposes, supporting BME communities and multi-cultural neighbourhoods across Leeds and Kirklees.

We are proud to call ourselves a BME association, part of the national BME housing movement, and believe that is as important today as it was when we were founded over 35 years ago.

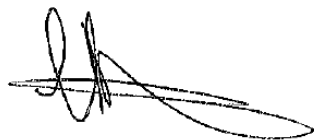
Our social purpose is at the heart of everything we do, it states: 'we will fight inequality and empower BME people to improve their lives by creating opportunities and helping to regenerate communities'

The role of Customer Service Assistant is a great opportunity to join a team that not only supports people but wishes to improve and drive the business forward.

We are looking for two candidates who have ideally worked in a similar customer-facing role, using a number of computer-based systems. You will be a real team player with excellent communication skills and can work with minimum supervision.

I believe this is a brilliant opportunity to make a difference, and I look forward to receiving your application.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Cedric Boston', with a stylized, flowing script.

Cedric Boston
Chief Executive

Role Profile

As a Customer Services Assistant, you will act as the "voice and face" of Unity Housing and be instrumental in enhancing the customer experience by exceeding customer needs whilst supporting the team to achieve Key Performance Indicators (KPIs).

We put the customer at the heart of everything that we do and take a proactive approach for each customer contact through multi-channel communication. As part of our Customer Service team, you will use your communication skills to help us deliver high-quality customer services.

The right candidates will be highly customer-focused and committed to delivering quality services to our residents and work effectively and proactively with colleagues to give our customers an exceptional customer experience.

Advert: Customer Service Assistant – strictly no agencies

Working Location: Our office is at 113-117 Chapeltown Road, LEEDS, LS7 3HY. You will be based at the Leeds Media Centre, 21 Savile Mount, LEEDS, LS7 3HZ.

Salary: £23,819 - £26,522 per annum

Hours of Work 35 hours per week, to be worked Monday to Friday

Benefits: 27 days leave plus bank holidays, Occupational Pension Scheme, flexible working and family friendly policies.

Objectives of the post:

- To support the Housing Operations Directorate and Enterprise Team to deliver an efficient and effective service.
- To be a strong communicator and accurately record information.
- Be the first point of contact for tenants on all housing matters and tenants of Leeds Media Centre.
- Undertake all actions to provide a high level of customer satisfaction and take ownership of enquiries.

Key tasks

1. Greet all visitors courteously and with respect.
2. Ensure that all enquiries in person, over the phone and via email are dealt with appropriately and in a professional timely manner.
3. Ensure that the reception area is kept clean, tidy and displays are up to date with the correct information and the GDPR process is adhered to.
4. Be the first point of contact for the organisation's customers, assisting with a range of enquiries and liaising with other staff members as required and signposting customer queries appropriately where necessary.
5. Focus on creating a first-time resolution for the customer ensuring queries are dealt with where possible at first point of contact, taking ownership to resolve queries effectively.
6. Take and process rent payments and provide initial advice on rent accounts and arrears to customers.
7. Undertake effective administration of the repairs process to include call - handling, email responses, diagnosing faults, raising jobs, allocating and issuing jobs, managing work in progress, updating, and completing works on the system in a timely and effective manner.
8. Apply sound judgement to resolve all customer queries. Doing so in a timely manner as well as managing such queries sensitively and effectively through satisfactory resolution.

9. Demonstrating empathy, professionalism and the ability to manage conflict, achieving a balance between requirements of customers and internal stakeholders
10. Liaise with contractors to assist with appointments and queries about repairs.
11. Maintain a high standard of health and safety in accordance with current policy and legal requirements.
12. Assist the housing, maintenance and letting teams with any administration duties that may be required.
13. To follow current reporting procedures in relation to anti-social behavior. Liaise with the relevant Housing Officer, tenants, and relevant external agencies.
14. To provide a reception service at the LMC building including greeting visitors and clients, sign-posting visitors to the correct offices, to deal with the incoming and outgoing post/ deliveries.
15. Assist the Enterprise Manager to manage the Leeds Media Centre, in terms of customer service and maintenance.
16. Provide all necessary and appropriate administration support, including post and room bookings
17. Be positively involved in self-development and participate in training courses.
18. Be flexible in approaching duties and responsibilities as service needs arise.
19. Any other appropriate duties required by the role.

Corporate tasks

1. Support Unity's vision and corporate objectives
2. Contribute to continuously improving levels of customer satisfaction
3. Deliver services that are inclusive and meet the needs of all our tenants

Applying for this job

To arrange an informal discussion about the role, please contact ann.foster@unityha.co.uk or 07593 561600 in the first instance.

Whilst we are interested in your work history and experience, demonstrating behaviours, skills, abilities and knowledge and experience can come from a variety of life experiences, not just paid employment. Please feel free to use examples from all areas of your life that are relevant to the requirements of the role. We also want you to tell us why you have a passion for working for Unity and why you are the colleague we need.

To apply, please submit your CV together with a covering letter demonstrating how you meet the person specification of the role to recruitment@unityha.co.uk.

Be yourself!

Please ensure your application is your own work and genuinely reflects your experience, achievements and motivations. We are looking to understand you as a candidate, rather than any content generated by AI tools.

If you are selected for an interview, you will be asked to provide photo identification and proof of eligibility to work in the UK.

Due to the volume of applications, we reserve the right to withdraw this vacancy at any time, so please apply as soon as possible.

Closing date: 24 July 2026
Interview date: 31 July 2026

**UNITY HOUSING ASSOCIATION – CUSTOMER SERVICES ASSISTANT
PERSON SPECIFICATION**

ATTRIBUTES	RANK	HOW IDENTIFIED
EDUCATION/QUALIFICATIONS		
GCSE or equivalent in English and Mathematics	Desirable	Application form and certificates
Good level of education or aptitude to understand numeracy and English	Essential	Application form and interview
ATTITUDE		
Passionate about good customer service	Essential	Application form and interview
Determination to achieve positive outcomes for customers and Unity	Essential	Application form and interview
Flexible approach to work	Essential	Application form and interview
An excellent team player	Essential	Application form and interview
KNOWLEDGE AND EXPERIENCE		
Experience in a customer facing role	Essential	Application form and interview
Skilled and proficient at using IT systems	Essential	Application form and interview
Experience of communicating with customers in writing	Essential	Application form and interview
Experience processing customer payments	Desirable	Application form and interview
Administration experience	Essential	Application form and interview
Basic knowledge of Social Housing sector	Desirable	Application form and interview
SKILLS AND ABILITIES		
Able to work under pressure and take ownership of enquiries	Essential	Application form and interview
Good listening skills and a great telephone manner	Essential	Application form and interview
Ability to remain calm when faced with challenging situations	Essential	Application form and interview
Good organisational skills and strong attention to detail	Essential	Application form and interview
Able to explain information in a way that is easily understood	Essential	Application form and interview
Ability to engage effectively with a diverse audience	Essential	Application form and interview

Our Values



Our Beliefs



Having a defined set of beliefs is important to us, as our beliefs are the foundations we will use to build ours and our communities futures on. Our beliefs will direct our future actions.

