

Job Title: Customer Services Assistant

Reporting to: Senior Corporate Services Officer

Salary: EVH Grade 5 (PA13 to PA16) £31,792 to £35,332 per annum

ORGANISATION OVERVIEW

WSHA was formed in 1977 and currently has a property portfolio of over 1300 homes and provides factoring services to approximately 550 homes.

We also operate 3 subsidiaries: WS Estate Services Ltd (WSES), WS Property Management Ltd (WSPM) The Whiteinch Centre (TWC) which provide a number of services to our tenants and the local community.

Our [Business Plan for 2025 – 2030](#) reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality. Our strategy is ambitious, and our intentions are to achieve the highest standards in service delivery and growth whilst maintaining a strong financial performance.

The realisation of our Business Plan will help support WSHA maintain its position as an innovative and progressive community-based housing association.

Our Purpose, Way and Impact

Purpose for generations

As a community-based housing association, our purpose is to provide quality, safe and affordable homes that will sustain individuals and families. It is our purpose to sustain and support the creation of equitable, secure and thriving communities that people are proud to call home.

Way for generations

The way we deliver this purpose is through housing, investment, maintenance, community services and environmental services. We integrate our customers' aspirations, challenges and needs as stakeholders in our business and as neighbours in our communities. Together, we create opportunities to work and thrive and have a positive impact now and for generations to come.

Impact for generations

We create communities, not just provide services. Our communities promote dignity through stability, equity and social connection. Our customers have a voice in decision-making and the opportunity to shape our services. Our impact is revealed in thriving communities where people trust and rely upon one another, where local voices guide decisions and where everyone contributes to ensure people, place and the community flourishes. We exist to spark individual and community transformation that generates sustainable, welcoming, reliable, thriving neighbourhoods for the people who call them home.

Our CORE Values:

Customer First: Our customers come first, and we will always aim to achieve high quality outcomes for customers.

One Team: We work as one team and build excellent working relationships to achieve our goals.

Respect: We value high standards of fairness, treating everyone with consideration and dignity. We show this through our everyday words and actions.

Excellence: We value excellence and quality and aim to achieve high standards in all we do. We always strive to be the best that we can be. We are accountable for our actions, and we take responsibility and ownership for outcomes.

JOB OVERVIEW

The Customer Services Assistant role is the first point of contact for WSHA tenants.

This role offers the successful candidate an exciting opportunity to deliver excellent customer service through face-to-face and telephone contact. The role will involve assisting with front-line enquiries for WSHA and its subsidiaries and providing efficient support services to other departments as required.

We are looking for a Customer Services Assistant who shares our values and will use them to guide the way they work on a daily basis.

The successful candidate will be part of a small team of three Customer Services Assistants and will report into the Senior Corporate Services Officer.

Our staff are at the heart of our business, and we support them to be at their best and play their part in making WSHA a great place to work.

We provide a friendly, inclusive environment and with the flexibility of a hybrid model of working (mix of home and office). Staff also benefit from a generous holiday allowance of 40 days. We know that to deliver outstanding customer service, we must ensure our staff are happy, healthy and motivated and we put a strong focus on staff wellbeing.

We are an equal opportunities employer and are committed to the effective achievement of our equality and diversity policy. We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, sexual orientation, age, or religion or belief.

Please note this post is subject to a Level 1 Disclosure check and may be subject to a probationary period.

Full details of the post are contained within the Role Profile.

Recruitment Timeline

- Closing date for receipt of applications: 12 noon on Monday 18th May 2026
- Interviews: Wednesday 3rd June 2026

Submitting Your Application

- Please indicate your suitability for the post within your completed application form. Do not send your CV as this will not be considered.
- Completed application forms should be returned by email to recruitment@evh.org.uk no later than **12 noon on Monday 18th May 2026**. Applications received after this time will not be considered.
- You will receive an acknowledgement of your application from EVH.
- It is anticipated interviews will be held on Wednesday 3rd June 2026. Please indicate on your application form if you are unavailable on this date.