

# Role Profile



## Job Details

<b>Job Title:</b>	Customer Services Assistant	<b>Service Area:</b>	Corporate Services
<b>Based:</b>	1 Northinch Court, G14 0UG	<b>Report to:</b>	Senior Corporate Services Officer
<b>EVH Grade:</b>	Grade 5, Points PA13 to PA16	<b>Date Completed:</b>	April 2026

## Job Summary:

To assist with delivery of an efficient and effective customer focused reception and telephone service.

To assist with enquiries for WSHA and any subsidiaries.

To be part of a team ensuring that there is a culture of continuous improvement and a commitment to efficiency and effectiveness in all aspects of work.

To provide efficient support services to other departments as required.

## Behaviours and Competences:

### Our Core Values:

- **Customer First**
- **One Team**
- **Respect**
- **Excellence**

Customer First	One Team
<ul style="list-style-type: none"> <li>• Ensure customers are at the heart of everything we do</li> <li>• Always aim to achieve high quality outcomes for customers</li> <li>• Care about customers</li> <li>• Build and develop trust being approachable, patient, helpful and supportive</li> <li>• Demonstrate an understanding of customer needs and expectations</li> <li>• Deliver quality services, tailored to meet the needs of our customers</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate clearly and openly with others</li> <li>• Is clear, concise and factual</li> <li>• Share relevant information in a timely manner</li> <li>• Open to and actively seeks feedback, listens and responds accordingly</li> <li>• Confident to speak up and share views with others</li> <li>• Ask for help when needed and provide support to others</li> <li>• Look for opportunities to work collaboratively and build relationships across all teams and all levels to develop better solutions</li> </ul>

Respect	Excellence
<ul style="list-style-type: none"> <li>● Acknowledge and respect others' different backgrounds, perspectives and beliefs</li> <li>● Care about colleagues</li> <li>● Treat people with fairness, honesty and dignity</li> <li>● Listen empathetically to people</li> <li>● Take ownership for behaviour, performance and quality of work</li> <li>● Understand how behaviour can be interpreted and consider the impact on others</li> </ul>	<ul style="list-style-type: none"> <li>● Deliver quality services, tailored to meet the needs of our customers</li> <li>● Use time and resources wisely</li> <li>● Ensure Value for Money</li> <li>● Generate and seek out ideas from others to specific challenges</li> <li>● Seek better solutions for our customers by going the "extra mile"</li> <li>● Have a flexible and adaptive approach to resolving challenges</li> <li>● Anticipate and manage risk associated with your decisions</li> </ul>

### Person Specification:

The essential/desirable criteria for this post are detailed below:

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>● Standard Grade, or equivalent, in English</li> </ul>	<ul style="list-style-type: none"> <li>● SVQ Level 2 in a customer services or administrative discipline or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>● Application Form</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Can demonstrate customer services experience including both telephone and face to face contact</li> <li>● Can evidence having operated a computer-based telephone system</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working in a busy reception environment with a variety of visitors, preferably in housing or a similar area of work</li> </ul>	<ul style="list-style-type: none"> <li>● Application Form</li> <li>● Interview</li> </ul>
<b>Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>● Competent user of Microsoft Excel, Word and Outlook</li> <li>● Working knowledge of data management systems</li> </ul>	<ul style="list-style-type: none"> <li>● Competent user of HomeMaster or similar data management system</li> <li>● Has worked with the 3CX telephone system</li> <li>● Can evidence experience of taking repair calls and logging relevant information</li> </ul>	<ul style="list-style-type: none"> <li>● Application Form</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>● Excellent written and verbal communication and interpersonal skills</li> <li>● Customer centred approach, flexible, confident and assertive manner</li> </ul>		<ul style="list-style-type: none"> <li>● Interview</li> <li>● Application Form</li> </ul>

	<ul style="list-style-type: none"> <li>• Commitment to team working &amp; ability to work positively within a small team</li> <li>• Ability to manage a demanding workload</li> <li>• Ability to build good working relationships with tenants, community members and owner occupiers</li> </ul>		
<b>Other</b>	<ul style="list-style-type: none"> <li>• Pleasant, friendly manner and smart appearance</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of directing customer complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> </ul>

A Disclosure Scotland check at Level 1 will be required for this post.

### Job Outputs

<b>Role output:</b>	<b>Includes the requirement to:</b>
Reception	<ul style="list-style-type: none"> <li>• To ensure the reception areas are tidy and welcoming, with a range of up to date, appropriate information displayed.</li> <li>• To ensure all visitors are dealt with timeously, assisting with their enquiries and/or passing their enquiries to the appropriate staff where necessary, along with the reason for their visit.</li> <li>• To ensure all telephone calls are handled effectively using the telephone software, minimising caller waiting times, assisting with enquiries and/or passing enquiries to the appropriate staff where necessary, along with reason for their call.</li> <li>• To record conversations on CRM in HomeMaster.</li> <li>• To ensure complaints calls are passed to the appropriate staff member, in line with SPSO and Complaints Procedure.</li> <li>• To ensure visitors are signed in and out.</li> <li>• To review and distribute the information received within the daily Out of Hours call report to the appropriate staff and/or teams in a timeous and efficient manner.</li> <li>• To review and distribute the emails received from the WSHA Admin inbox to the appropriate staff and/or teams in a timeous and efficient manner.</li> </ul>
Mail	<ul style="list-style-type: none"> <li>• To ensure all incoming mail is opened confidentially, is accurately date stamped and deposited in the appropriate areas for collection daily, where the Receptionist is unable to do so.</li> <li>• To ensure all outgoing mail is franked correctly and recorded in the mail spreadsheet, where the Receptionist is unable to do so.</li> <li>• To ensure the franking machine has sufficient funds and that supplies of labels and other consumables are readily available.</li> </ul>

Repairs	<ul style="list-style-type: none"> <li>• To ensure all repair requests received are logged in HomeMaster with the accurate reporting time, advising the tenant of the repair category.</li> <li>• To contact the contractor timeously by phone if the repair reported is an emergency or 'right to repair 1', raising works orders for emergency repairs using pre-set templates.</li> <li>• To issue keys to contractors and ensure their return.</li> <li>• To manage tenancy keys to minimise void turn-round time, updating HomeMaster where necessary.</li> <li>• To assist with contacting contractors to chase up jobs/ETA's.</li> <li>• To report pre-inspection requests to the repairs team.</li> </ul>
Housing Management	<ul style="list-style-type: none"> <li>• To prepare and issue annual review letters to those on the house waiting list, cancel and remove redundant applications from HomeMaster.</li> <li>• To upload any documents relating to the housing waiting list onto HomeMaster.</li> <li>• To note the termination of tenancy details when made aware of these by tenants, creating a key card within the key system for returned keys and updating Homemaster.</li> <li>• To maintain the equality monitoring form and housing application questionnaire databases.</li> <li>• To order and issue replacement Allpay cards (rent) as required.</li> <li>• To distribute housing benefit letters to Housing Management staff.</li> <li>• To keep a tenant appointments system for Housing Management staff, as agreed with appropriate staff.</li> <li>• To file and update tenancy agreements in the safe and in HomeMaster.</li> <li>• To take Rent Payments as required for tenants.</li> <li>• To take payments as required for owners when WSPM staff are absent.</li> <li>• To check housing applications received have been completed correctly, contacting applicants to obtain missing information.</li> <li>• To assist with the uploading of housing applications to HomeMaster.</li> </ul>
General	<ul style="list-style-type: none"> <li>• To participate in training courses and personal development as required.</li> <li>• To maintain and order stocks of stationery for the whole organisation as required.</li> <li>• To assist with catering bookings for WSHA events/meetings.</li> <li>• To assist with training bookings.</li> <li>• To assist with checking &amp; recording WSES annual leave sign in sheets to master tracker.</li> <li>• To minute/note take at all staff meetings.</li> <li>• To assist with gathering and collating information for Newsletter, Annual Report or other publications, as required.</li> <li>• To assist with checking information on HomeMaster for official communications including the AGM i.e. updating information and tags for current shareholders.</li> <li>• To assist with website administration as required.</li> </ul>

	<ul style="list-style-type: none"><li>• To provide administrative support &amp; carry out specific tasks as required by the Corporate Services Manager.</li><li>• To provide assistance &amp; cover at the main/shared reception area as required.</li><li>• Any other duties commensurate with the role and experience.</li></ul>
--	--

**Interdependencies:**

- Corporate Services staff
- WSHA, WSES, TWC & WSPM staff
- Tenants, Customers, Community Members, Contractors & Other Visitors