

## Role Profile – The What, The Where, The How

<b>POSITION</b>	<b>Housing Services Support</b>		
<b>TEAM</b>	Housing Services	<b>LOCATION</b>	Coastline House
<b>VERSION</b>	1	<b>LAST UPDATED</b>	July 2025

### THE PURPOSE OF THIS ROLE IS TO

To provide administrative and customer service support to the Housing Services teams, contributing to the smooth operation of the housing service. This role has a broad remit as the job holder will be flexible, supporting teams within the Housing Service Teams.

## Specific Accountabilities – The Brass Tacks

1. To assist colleagues in day-to-day Housing Services activities, including customer contact across all channels.
2. Maintain data and update records across relevant housing management systems, such as CRM, Service Connect and CX, to a high level of accuracy and quality.
3. Provide flexibility and workload management to support teams during peak periods.
4. To carry out general administrative tasks such as data entry, file management, document processing, basic research and assist with any projects that are being undertaken by the Housing Services teams.
5. To communicate with customers as required, including by phone, email, office appointments and home visits.
6. To gain an understanding of databases and reporting together with the validation procedures necessary to ensure continuous accuracy.
7. To participate in the collation and input of performance indicator data, working both individually and as a team to ensure performance is kept on target.
8. Contribute to the development and review of policies and procedures.
9. To assist in the preparation of customer information and guidance including handbooks, Knowledgebase articles, website information and newsletter articles.
10. To undertake structured training and placement with other teams to acquire broad-based housing experience.
11. To undertake project-based work as required.
12. Any other duties commensurate with the grade of the role.

## Person Specification – The Who

### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Essential qualifications or skills:
  - 5 GCSE at Grade 4 or above (or equivalent qualification),
  - Knowledge and understanding of the role of social housing and what Housing Associations do,
  - Excellent IT skills to include Word, Outlook, Excel and CRM systems,
  - Excellent communication and interpersonal skills – to communicate effectively with a diverse range of people, both verbally and in writing,
  - Ability to collaborate as part of a team or on own initiative and prioritise workload,
  - Attention to detail and 'right first time' approach to work,
  - Able respond to change positively,
  - Confident manner,
  - Customer Service experience – customer-focused approach and ability to handle queries and resolve issues effectively,
  - Experience in using and interrogating database applications,
  - Organisational skills.
- Has a full driving licence, access to a vehicle and a satisfactory **basic** DBS check.
- Some experience in the following would be an advantage:
  - A level or equivalent qualification,
  - SQL analysis qualification,
  - Finding imaginative solutions to problems,
  - Familiarity with housing management systems, knowledge of housing legislation and regulations – understanding of key legal frameworks and compliance requirements,

- Research and analytical skills.
- Ability to work flexible hours to meet the needs of the business and customers.
- Willing to undergo training and development, including taking relevant professional qualifications.

## General Obligations - For All Of Us

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

## REPORTING

Reports to the Income Manager

## CONTACTS

### Internal

- CHL teams, particularly the Housing Service team – Customer Access, Lettings, Tenancy Management, Tenancy Sustainment, Income Management and Community Investment.

### External

- Customers
- Contractors
- Partnership Agencies
- Cornwall Council and other involved statutory bodies.



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