

## Customer Service Advisor

Aberdeen  
Full time 35 hours per week  
Starting salary £25,352. per annum

## Who are we?

Langstane Housing Association is a key provider of social housing in the North-East of Scotland with over 2,800 homes across Aberdeen City, Aberdeenshire and Moray. Our priority is ensuring our tenants live in good quality, safe homes.

This is an exciting time for us as we have recently restructured our team to shape our future and deliver our strategic ambitions. This involves investment in ICT, our people management and our company culture. Are you willing to take on a challenge and join us?

Langstane offers a competitive salary and a wide range of benefits including hybrid working, 37 days annual leave (including public holidays) and generous pension and flexi-time system. You will also have learning and development opportunities available to you.

## What is the role?

This role is based within our busy front line Customer Service Team and is responsible for assisting our customers with; logging repairs, their housing applications, dealing with Anti-Social Behaviour complaints as well as being reactive to other general queries. Our team mainly deal with customers over the telephone and provide a high level of customer service ensuring fair outcomes are delivered.

This role is varied, engaging and fast paced with the right amount of challenge and job satisfaction added in.

As well as all of this, it will also provide an insight into the housing industry allowing the successful candidate to learn about the various areas and practices involved in our mission to provide homes and services that make a positive difference to people's lives.

## Who are you?

What is it in a candidate that really matters to us? It matters that you have a positive mindset, are great at what you do and that you put in the hard work. Obviously, as we have a passion for making a difference to people's lives, it matters you care as much as we do.

We're looking for someone who is experienced in delivering excellent customer service as part of a team, has a passion for helping people, works well under pressure, likes to problem solve and has a desire to work in a team who make a difference.

The specific qualifications and background that we are looking for in this role are Standard Grades / National 5 or equivalent in English and Maths plus up to 1 years' experience of customer service or administration experience. You will be fully proficient in updating, recording and maintaining electronic customer records. You should also have a good understanding of basic data protection principles.

So, if you meet the criteria specified, want a job where no two days are the same, can influence positive change and like to be part of a progressive organisation that cares, we'd love to hear from you.

## Applications

The role profile can be downloaded on our website - <https://www.langstane-ha.co.uk/careers/>  
Please submit your application, by the closing date to [recruitment@langstane-ha.co.uk](mailto:recruitment@langstane-ha.co.uk)

Closing date for applications is 10<sup>th</sup> August 2024 and interviews will be held W/C 26<sup>th</sup> August.

**We will not be working with recruiters to fill this role.**