



**Customer Service  
Officer**

**Recruitment Pack**

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“I find Cobalt to be a very friendly place to work, and the close connection to our tenants and communities is really motivating.”

“I’m so proud to be part of an organisation that is genuinely committed to making a difference in the communities we operate in.”

# Welcome to Cobalt Housing

Thank you for your interest in the role of **Customer Service Officer**  
Now is a really exciting time to join Cobalt Housing, as we undergo a period of significant change and growth.

Cobalt was established in February 2003 following stock transfer from Liverpool City Council. We manage around 6,000 homes in the Croxteth, Norris Green and Fazakerley and Sparrow Hall areas of North Liverpool. In 2023, we launched our five-year Corporate Plan, with four headline priorities:



These priorities will see us invest in our existing homes, build new homes, introduce new technology and systems and develop our own in-house repairs team.

And that's where you come in.

Delivering our Corporate Plan relies on having the right people in the right roles. People who share our vision and values and who want to join an organisation embarking on an exciting period of transformation and growth.

At our heart is our customers, who live in the 6,000 homes we manage and the communities we operate within. As the majority landlord in the area, we engage in a wide range of economic, neighbourhood and community regeneration activities in the areas we serve. We listen to our customers, and use their feedback to shape the services we deliver.

When you work with us, you'll be part of a team who can make a real difference to both our customers and our colleagues

We encourage applications from people of all ages, ethnicities and life experiences in order to foster innovation and creativity.

I look forward to receiving your application.

**Claire Griffiths**  
Chief Executive





# About Us

We want to be known for the way we do things as much as for what we do. We strive to be a fulfilling and enjoyable organisation to work for and to work with. We know that people who are happy, motivated and enthusiastic will help us provide better services for our customers.



## Our purpose

Everyone deserves somewhere to call home, a place to make their own, feel safe and secure, and set down firm foundations. The right home will help people to live well, realise their potential and achieve the things that are important to them.

## Our mission

By providing quality places to live, and support to those who need it, we play our part in developing thriving communities where people are proud to live and can be their best.

## Our values

### Passion

We are passionate about the positive impact we can have on other peoples' lives.

### Commitment

We are committed to the long-term success of our people, communities and neighbourhoods.

### Integrity

We act with integrity and do the right things instead of the easy things.

### Ambition

We are ambitious for ourselves and for those we help.



# Key terms and how to apply

**Salary:**

£12,652.56

**Contract type:**

Fixed Term Contract - 9 months

**Location:**

Lower House Lane, Liverpool, L11 2SF and hybrid working

**Working Hours:**

Part-time, 16 hours per week

**Holidays:**

28 working days per annum (based on a 5-day working week) plus bank holidays, plus additional days for Christmas shut down, and up to 5 additional holidays added with length of service.

Annual leave will also be calculated on a pro-rata basis if you join part way through a holiday year (1st Apr - 31st Mar)

**Pension:**

Cobalt Housing belongs to the Social Housing Pension Scheme. This is an employer and employee contribution scheme.

**Cobalt Benefits:**

- Occupational sick pay
- Enhanced maternity/paternity leave
- Gym allowance (up to £20 per month)
- Cycle to work scheme
- Childcare allowance (£50 per child of pre-school age)
- Training/development opportunities
- Staff wellbeing programme
- Up to five days dependants leave per year
- Defined contribution pension scheme with TPT Retirement Solutions. Auto-enrolment at 4% matched + 2% the contribution rate with the option to increase up to 10% which remains.

**Probation period and references:**

Any offer made and subsequent employment is subject to a six-month probationary period and two satisfactory references, one of whom should be from your current or most recent employer.

**Eligibility to work in the UK:**

Successful applicants are responsible for producing proof of entitlement to work in the UK before employment can commence.

**Medical Clearance:**

A pre-employment medical assessment may be offered from our Occupational Health Provider, to ensure all necessary reasonable adjustments and support are in place

**Diversity:**

We are committed to attracting a diverse range of applicants and creating a safe and inclusive working environment. This includes making reasonable adjustments during the recruitment process. Please let us know if this applies to you.

**How to apply:**

To apply for this role, please email an up to date CV and covering letter, clearly demonstrating how you meet the essential criteria, and send these to [recruitment@cobalthousing.org.uk](mailto:recruitment@cobalthousing.org.uk) by **Monday 4th November 2024**

**We look forward to receiving your application.**

# Role Description

## About the Role

Working within a busy team, the Customer Service Officer will be responsible for acting as the first point of contact for all Cobalt customers, providing a high quality of service is delivered at all times and ensuring that all enquiries are dealt with promptly, in line with agreed targets. Proficient communication skills are key for this role, as you will also regularly liaise with other departments, contractors and partner agencies as appropriate to resolve enquiries.

To be considered for this role, you will need to have experience of dealing with the public in a service capacity, strong problem-solving skills and ability to work as part of a team. You should be able to work on your own initiative and will adhere to and promote Cobalt values and behaviours.



# Role Description

## Main Responsibilities

- To act as the first point of contact for all customers, ensuring that a high quality of service is delivered at all times.
- To ensure that all enquiries are dealt with promptly, in line with agreed published standards and targets.
- Liaise with other departments, contractors and other partner agencies as appropriate to resolve enquiries.
- To ensure that all computerised systems are used effectively to help process customer enquiries and accurately maintaining all records in a time critical environment.
- To provide a range of administrative functions, to support Cobalt Teams.
- To complete Customer Satisfaction Surveys and outbound telephone activities in line with any defined corporate or local priorities.
- To manage post handling, photocopying, typing, filing and incoming and outgoing mail.
- To ensure that the Reception area is tidy and well stocked with leaflets and information.
- To maintain a comprehensive knowledge of Cobalt and Group department services, policies and procedures in relation to the role.
- To have an understanding of the key business priorities and performance indicators throughout Cobalt Housing.
- To represent the Cobalt Solutions team on groups and forums as required.
- To ensure a clear knowledge and understanding of team objectives and priorities and how the individual role will contribute.
- To provide support and assistance to colleagues within the team through training, coaching and adopting good team ethics.
- To develop the Group's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- All employees are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or missions.

## Person Specification required based on job description

Attribute	Description	Essential / Desirable		How to be measured: Application form (A) Interview (I) Test (T)
<b>Experience, Knowledge &amp; Skills</b>	Experience in using a wide range of relevant IT packages	E		A, T
	Excellent communication skills	E		A, I, T
	Experience of dealing with the public in a service environment	E		A, I
	Excellent problem-solving skills	E		A, I, T
	Ability to work as part of a team and on your own initiative	E		A, I
	Ability to prioritise your workload, and meet deadlines	E		A, I, T
	Knowledge of Housing		D	A, I
	Experience of working within a customer service/care background		D	A, I
	Demonstrate an ability to develop and maintain positive and co-operative working relationships	E		A, I
	Demonstrate a great attitude, flexibility, and willingness to provide an excellent customer experience.	E		A, I
	Experience of working within a telephone based Customer Service Centre environment		D	A, I
<b>Qualifications</b>	Educated to GCSE standard, or equivalent		D	A, I
	Additional customer service qualification (i.e. CICS/NVQ)		D	A, I
<b>Cobalt Values</b>	<b>Passion</b> - We are passionate about the positive impact we can have on other peoples' lives	E		I
	<b>Integrity</b> - We act with integrity and do the right things instead of the easy things	E		I
	<b>Commitment</b> - We are committed to the long-term success of our people, communities, and neighbourhoods	E		I
	<b>Ambition</b> - We are ambitious for ourselves and for those we help	E		I





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**Cobalt**  
■■■ Housing