



CUSTOMER SERVICES OFFICER

Do you want to join a winning team?

At Ekaya Housing Association we understand that providing the best enabling services is crucial to our success whilst ensuring a customer-centric approach to our work. We are working in an ever-changing dynamic environment and understand the importance of ensuring our services meet the needs of our internal and external customers.

The advice and support that you will provide will always need to be accurate, complete and timely. You will work closely with our customers as professionals, to provide help and assistance promptly but also to ensure you understand the housing environment whilst staying ahead of changing requirements.

In this role you will demonstrate that Ekaya can achieve the high standards we set for ourselves and is a crucial post for Ekaya in ensuring that service delivery targets and objectives are consistently achieved.

You will be joining the team at an exciting time of growth and will be responsible for delivering an excellent responsive customer orientated service to Ekaya residents, tenants, other service users and stakeholders.

We offer an excellent package, to include:

- Competitive salary
- 7% employer pension contribution
- 4 x life insurance
- Hybrid working
- Employee Assistance Programme
- 25 days holiday plus public holidays, rising to 30 days after five years continuous service
- Health benefits

To apply, please submit a current and up to date CV along with a personal statement. Ideally in no more than two pages we want to hear about your motivation for applying to this role/ organisation, and evidence of how relevant your offer is to the role specification.

Please submit your completed application by email to recruitment@ekaya.co.uk

Closing date: 5 pm on Friday 17th January 2025.

Interviews: Week commencing Monday 20th January 2025.