

Looking to
join our team?



Customer Contact Team Assistant

Recruitment pack

Salary:
£22,713.60

Closing date:
Tuesday 1st October 2024

Information event:
Tuesday 8th October 2024

Interviews:
Friday 11th October 2024

Section 1

About Melin

*Here's what's
important to us*



Our purpose:

**We exist to create opportunities for people
and communities to thrive.**

Our vision

Through outstanding individuals and teams, we will do all that we can to support residents to help them live successfully in safe, warm and affordable homes based in vibrant, inclusive and connected communities.

Areas of focus

New homes

- We will deliver new homes for different tenures over the lifetime of this corporate strategy.
- We work with our strategic partners to ensure that the new homes are driven by the desire for placemaking and the creation of communities.
- We embrace new technologies in order to build energy efficient homes that generate significant benefit for our residents.

Existing homes

- We will provide safe, warm and affordable homes.
- We will invest in our homes to protect our assets for the future.
- We will work to deliver a maintenance service that meets our residents needs.

Our residents

- We will support residents to help them live successfully in their homes.
- We will listen to residents and create opportunities for them to work with us to improve our services.
- We will work with residents to help make their communities vibrant, inclusive, connected and safe places to live.

Our people

- We will attract, develop, and retain people with the capabilities and values needed to deliver excellence.
- We will create an inclusive environment, enabling everyone to thrive and do their best work.
- We will build resilient teams that allow people to solve problems and innovate by working together and supporting each other.

Our values

These are things that are important to us.
We live by our values. Together we...



Do the right thing

It's about more than just turning up for work, we strive to do the best we can for our residents and partners. We provide more than a home, we are here to support residents when they need us. We all play our part in making Melin a great place to live and work.



Find a way

The answer to people's queries isn't always obvious, but our staff are a dedicated bunch are never afraid of finding creative solutions.



“Melin is such an exciting and forward-thinking place to work, both residents and staff are at the forefront of their vision and as an organisation one I would always champion, the flexibility and support with work is second to none.”

“Each day I come to work and get to make a difference to residents' life and that itself is priceless.”

— Dafydd, Employment Advisor

Our values



Make a difference

That is why we are here! We want the impact of what we do day in, day out to change things for the better for our colleagues, residents and organisations we work with.



Make things happen

A great idea comes to nothing if people don't act on it. Our staff have a drive to turn positive thoughts into positive action.



Enjoy the journey

We are proud of our work, knowing we share a goal and have the support we need to achieve it.



“I love being able to find a way to make a difference to our residents’ lives by helping and supporting them when they are booking appointments.”

— Helen, Health & Safety

Section 2

How we work

Why we do what we do, and how it makes us different



Everyone's welcome at Melin

We are passionate about designing services that take everyone's needs into account and creating an inclusive workplace that promotes and values diversity

We put our people and residents first. Our fantastic benefits ensure employees have a great work/life balance. We want you to have the freedom to define a working lifestyle that supports your life.

We have a dedicated and passionate Equality, Diversity & Inclusion group, including four board members, with everyone championing this within the organisation.

One of our corporate targets is to increase diversity across our workforce.

The society in which we live and work is not made up of one gender, one race or one age group, and the areas that we live and work in are made of many, varied, different and distinct.

The more diverse voices represented in our workforce, the deeper the level of understanding we will have of a wider variety of our residents and the communities within which they live.

As part of our cultural commitment we welcome applications from all backgrounds and sections of the community.



**If you want to find out more please click on here to see our
Equality and Diversity (E&D) Policy**

What we do on a wider scale

As a member of the Melin team you'll take on and understand how we pledge to look after and treat our residents and communities

We were the first Housing Association in Wales to achieve the Quality in Equality & Diversity Award.

Tai Pawb's QED Award is a comprehensive, Wales specific accreditation and framework for reviewing and improving the equality and diversity impact of your organisation across governance, services, access, involvement and culture.

We have signed the **Deeds Not Words** Pledge – to end racial inequality in housing.

Along with this we have also signed the **Zero Racism Wales** pledge which calls on all organisations and individuals to promote racial harmony and equity.

Our gender pay gap is zero, pay transparency is an important driver of equality. Our commitment to pay transparency can also be demonstrated by the CEO Pay Transparency report on our website.

Our promise to our staff

We continue to work on the things that make us an employer of choice, this is what that means for you

Our People Strategy sets out the Melin approach to people management. Having the right people in the right place at the right time is only half the story. The way people are motivated and developed, as well as the leadership they receive will inform our business plans now and well into the future.

This approach was written at the height of the Coronavirus pandemic. If the pandemic has taught us anything it is that the best laid plans can be torn up at a moment's notice. However, respecting each other, everyone having a choice of staff benefits, our focus on personal development and the opportunity to make a real difference to people's lives will all remain important as we move on from the pandemic. This approach is firmly woven into our DNA.

Emily says it much better than we can...



“Since day one of my employment, I have felt part of the team and part of Melin. Staff are helpful and welcoming. The staff benefits and flexi-time is such a great bonus to get. Waking up every day knowing I have a job that I love is the best feeling!”

— Emily, Procurement team



If you want to learn more please click on here to see our People Strategy

Section 3

Your role

*Here is all you need
to know about your
role at Melin*



So, what will your role be?

To help you understand the Assistant role in the customer contact team here is a quick guide...

What you will need

First and foremost, you will have excellent customer skills and have experience of working in a fast paced environment, you must also have experience of using a person-centred approach to support Melin's residents/contract holders to enhance the customer experience.

It's vital that you are able to multitask and effectively manage your time in order to answer with the variety of queries that you will deal with on a daily basis demonstrating enthusiasm and drive to go the extra mile to answer queries at first point of contact.

You will have excellent organisational skills and the ability to multitask using a variety of social media platforms. Resilience and enthusiasm is important.

Where the role will sit within Melin

Reporting to the Customer Contact Team Officer, sitting within CCT and under the People Homes & Communities directorate.

You will work closely with the Advisors and Officer within the team.

Getting to know the team

The People Homes & Communities directorate have 170 members, 14 of those making up CCT which is where this role sits.

Quick checklist



Experience in a customer service role



Organisational skills



Great customer service

Your role



Part of the Customer Contact Team



Reporting to Lisa Bennett – Customer Contact Officer

Your key responsibilities

This outline gives you a chance to own your role and make a difference.

Your responsibility will be to support residents by dealing with queries at first point of contact ensuring that information is accurately recorded on our systems. Our team operate within a multi channel contact centre meaning that residents can contact us through number of difference channels such as Facebook, live chat etc.

Our team are agile/hybrid and as such work from home on a rota basis. You will be confident in working in this type of environment and must be able to effectively manage your time.

You will be jointly responsible for delivering a professional front line services to residents and provide administrative support to colleagues within People, Homes and Communities and anyone visiting or making an enquiry of the Association.

The 180 day plan

- You'll be expected to proficiently and independently provide a front line service, dealing with 80% of queries at first point of contact.
- You will be confident in using our housing management systems ensuring that all resident interactions are recorded.
- You'll understand the values of Melin Homes.
- You will have completed all internal training provisions, required of the position.

What else is there to know?

Hopefully we've given you everything you need to know to apply for this job

We're looking for the best

We hope that becoming part of the Melin family you'll enjoy and get the most of working with us. That way we can ensure you do your best work for our residents and staff. We'll give you all the tools you need to be a shining member of Melin Homes.

For more information

A lot more information is available on our website, but of course if there is anything we have missed, or if you want an informal chat please get in contact with Lisa Bennett, our Customer Contact Officer.

What's it like to work in housing?

We have signed Community Housing Cymru's (CHC) pledge – This is Housing, a campaign created to tell the story about what it's like to work in the sector, and the varied and rewarding careers available.

We haven't been great at telling the world about the rewarding careers we have in housing. This is Housing helps us to tell the story of the difference Housing Associations make as well as the amazing careers available.

Visit their website for blogs, stories, how-to articles and everything you need to know about a career in housing. CHC represents more than 70 not-for-profit housing associations and community mutuals in Wales.



Need to email Lisa? Reach her at lisa.bennett@melinhomes.co.uk



Visit the Melin website at www.melinhomes.co.uk or call 01495 745910

Section 4

What you get

We do more than most, here's what you can expect



What's not to like?

We don't just claim to be a great place to work, we've got the numbers to back it up 😊

We think Melin is a brilliant place to work, and our staff do to, that is why we are featured on three of the UK's Best Companies to Work For lists in 2023:

Number 61 Best Large Companies to Work For in the UK 2023

Number 5 Best Housing Association to Work For in the UK, and number 1 in Wales.

Number 9 Best Companies to Work for in Wales.

We have been re-awarded the Gold and Platinum Corporate Health Standard from the Welsh Government. The Corporate Health Standard is part of their 'Healthy Working Wales' programme and is the national mark of quality for health and wellbeing in the workplace. You can read our full news story [on our website](#) and find out more by visiting the [Public Health Wales website](#).



“Everyone says it, but the thing I love most about Melin is the people. We’ve always said that it’s like a family. Even as people come and go – which is inevitable – we have maintained the fantastic culture that makes Melin special.”

“And it’s this that keeps people here and it’s this that attracts new people to want to work here.”

— Sharon, Director of Sustainable Homes

The right balance

We know that health, wellbeing and a good work/life balance are key to keeping our staff performing at their best

We want staff to be themselves at work and feel supported whilst enjoying a healthy work/life balance. We offer a great range of benefits for staff:

- Flexitime (for office-based staff)
- Flexible working hours – no core hours (with the exception of our Maintenance teams)
- Annual Thank you Event and Christmas Party
- Choice of two pension schemes
- Annual leave of 25 days rising to 30 with length of service, plus Bank Holidays
- Free financial advice
- Access to free counselling
- Tailored learning and development for staff
- Discounted gym membership

- Two cycle-to-work plans
- 15 electric car charging points
- Maternity, paternity and adoption leave
- Free eye tests and flu vaccinations
- Free tea, coffee and fruit
- Staff saving scheme

Our added benefits

When you work here there are a great range of benefits on top of the benefits we've already listed. You've got six points to spend each year on whatever mix of benefits you like:

- Perks at Work – giving you genuine savings at 900 retailers
- Private health insurance for you and your family
- Health cash plan
- A full health check
- Professional membership fees
- Car loan
- AA membership



“The health cash back has been such a good benefit for me, saving me money on contact lenses and dentist work. It’s made a huge difference to me.”

— Valentino, Comms

Here's what comes next, step by step

If you want to make a difference and do the right thing, you have come to the right place. Here's what to do to show why you are the person for this role...

Step one

Check out who we are and what we do on our website. Make sure you read the Job Description and Person Specification.

Step two

Once you've read the documents and you think it's the role for you, hit the apply button. Keep the information to hand as you'll need this to write a cracking application.

At Melin we want to hear all about your skills and experience and how they relate to the role, so please don't be modest. Once you're happy with your application, press submit and wait for further information.

Step three

After the closing date, we'll be in touch to let you know if you've been invited for an interview. All applicants will be contacted by email via your network account so keep checking your inbox – don't forget to check your junk folder if you haven't heard from us. We will always contact you, whether you're successful or unsuccessful.

Step four

The interview is an opportunity for us to find out more about you and an opportunity for you to ask us any burning questions you may have – relax, we're very nice and friendly!

Good luck!