



Dalmuir Park
Housing Association

Your Future Our Future



SENIOR CUSTOMER SERVICES ADVISOR

Recruitment Pack

Welcome from our Chief Executive



Dear Candidate,

Thank you for your interest in the Senior Customer Services Advisor post at Dalmuir Park Housing Association.

We are an ambitious, community-based housing association operating in the heart of the Dalmuir community.

Our culture and values define us as an organisation. We put people first, and with our focus on health and well-being, we are a successful, high-performing, creative, customer-focused organisation, with strong leadership.

In 2024 we launched a new vibrant 5-year Business Plan, which sets out our strategic goals, objectives and strategies, and places our organisation at the heart of the community.

By joining our colleague team, you will have an opportunity to make a positive difference to the lives of people in our community whilst working with like-minded people who are doing great things to deliver our Mission: Your future is our future, and our Vision: Creating a vibrant Dalmuir.

We want to attract talented people who share our vision and values to come and work for us. We would like you to consider being part of our team if you are someone:

- who puts people first,
- who thrives on working for a great organisation,
- who is ambitious and wants to flourish, and
- who is positive and committed to overcoming challenges and improving the outcomes for our customers.

We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities at Dalmuir Park to advance both personally and professionally. We also have a great range of family and people centered policies which helps to make working at Dalmuir Park a positive and rewarding experience.

I hope this application pack will inspire you to consider joining our team and being part of an organisation that puts people first.

Thank you for your interest and we look forward to hearing from you.

Anne Marie Brown
Chief Executive

About Us

Dalmuir Park is a community Housing Association based in the heart of the Dalmuir area, West Dunbartonshire. We currently own and manage 690 homes across the local area including 2 sheltered housing complexes. We are also a registered property factor and provide factoring services to 154 owners.

Our talented organisation, made up of approximately 35 team members, is split across the areas of Customer Services, Finance & Corporate Services, Sheltered Housing and Out-of-School Care. As such, we have 3 main workplace locations including our office in the historic Beardmore House.

We hold a strong track record in creating positive relationships with our customers and our local community but we have ambitions plans to develop as an organisation. In order to continue providing high quality services which exceed expectations, we are encouraging our people to embrace technology, challenge the status quo and be innovative in their roles.

Our office and other locations are ideally situated on the western side of Glasgow, only a short drive from the Erskine Bridge. We have excellent public transport links to all our locations in being positioned along the main bus route and a short walk from Dalmuir train station.



Values



CUSTOMER FOCUSED - Empowering our people and customers to fulfil their potential. Customers are at the centre of our business decision-making process.



COMMITTED - Taking responsibility for our decisions and actions. We always do what needs to be done and we think carefully about every penny we spend.



COMMUNITY BASED - Understanding the needs and aspirations of others and mindful of our impact on people, communities, and the environment in everything that we do.



CARING - Ensuring that we help our customers feel listened to and safe and secure at home and in.

Why Join Us?

We are proud to be an Investors in People Gold status employer, underlying our commitment to placing our people at the heart of everything we do. As an employer of choice in our local community, there is no better time to be joining DPHA as we continue to thrive with our five-year business plan of growth and evolution.

One of our strategic objectives between 2024-29 is to “invest in our people to develop their talents and raise our performance”. We are ready to invest in individuals who are willing, ready to learn and hold a passion for what they do. We want energy and enthusiasm to help elevate DPHA and in return, we believe we can offer you a development journey worth consideration.

The successful candidate will join an experienced team of people, many of whom have developed their career with DPHA across several years.



People Benefits

Our workplace culture is built upon a foundation of employee health wellbeing. Ensuring that everyone at DPHA achieves a healthy work-life balance has been crucial to our success in recent times and we are committed to maintaining that. Whilst we consider this to be a vital benefit of joining us, some others perks are listed as follows:

- Health and Wellbeing Initiatives
- Social and Community Events
- Learning and Development Culture
- Counselling Service
- Pension Contribution of 12%
- Family Friendly Policies
- Flexible/Hybrid Working Options
- Professional Membership Fees
- Enhanced Annual Leave
- Salary Sacrifice Scheme



Role Details

Salary: Grade 6: £34,745 - £37,984

Contract: Temporary: 12 Months – Maternity Cover

Hours: 35 hours per week

The Role

- Your core place of work will be at Beardmore House, 631 Dumbarton Rd, Dalmuir, Clydebank G81 4EU, with the option to work remotely up to one day per week.
- Annual leave entitlement of 8 weeks (pro-rata) split between 25 annual leave days and 15 public holiday days.

The Team

- You will join our Customer Services team which is made up of our Head of Customer Services, Senior Customer Service Officer, Housing Officers (x2) and Asset Officers (x2).
- You will line manage our Customer Service Advisors (x2)

The Rest

- All appointments are subject to satisfactory reference checks, Disclosure Scotland checks and a six-month probationary period.
- You will be automatically enrolled into the Scottish Housing Association's Pension Scheme (SHAPS) providing you meet the auto-enrolment criteria. This is a defined contribution pension.



Job Description

ROLE DETAILS

Job Title:	Senior Customer Services Advisor	Service Area:	Customer Services
Based:	Beardmore House	Report to:	Head of Customer Services
Grade:	PA17-20 (Grade 6)	Direct Reports:	Customer Service Advisor (x2)

ROLE SUMMARY

Our long-term vision at DPHA is to create a vibrant Dalmeir where our customers feel highly satisfied and engaged and our homes remain safe and affordable. The role of Senior Customer Services Advisor is critical in us maintaining positive relationships with our customers as we seek to remain at the HEART of our community.

The main purpose of this role is to lead the Customer Services Advisory team in ensuring that our customer's experience is wholly positive and our service meets their individual needs and expectations. The postholder will be a visible and familiar face for DPHA and one who attempts to resolve queries and complaints at the first time of asking. The role requires an individual who is instinctively customer focused, maintains a positive attitude and is able to think creatively in providing solutions.

The role will report directly to the Head of Customer Services and work collaboratively with the wider Customer Services team. The postholder will also manage the Customer Service Advisors in providing them with direction and support with the aim of providing an exemplary service to our tenants and other stakeholders.

ROLE RESPONSIBILITIES

Housing and Asset Management

- Deliver excellent customer service across both our housing and asset management disciplines whilst ensuring that confidentiality is maintained at all times
- Take ownership of customer enquiries, provide personalised customer solutions and liaise with our customers accordingly in a calm and proficient manner
- Manage former tenant arrear cases including negotiating repayment plans and take ownership of all current tenant arrear cases up to £500
- Manage current account credits, including housing benefit overpayments and rechargeable repairs, ensuring the process is managed timeously and effectively
- Lead on the handling of Stage 1 complaints which require investigation, as well as Category C and any anti-social complaints
- Carry out home visits to tenants and customers where required and carry out any follow-up action as necessary
- Recommend financial debt write-offs of potential debt collection cases where all avenues of recovery have been exhausted
- Collate data and information in order to produce monthly and quarterly operational KPI reports for the Customer Services team.
- Line manage the Customer Service Advisors and provide guidance in relation to each of their individual roles across both housing and asset management.
- Provide cover for the Customer Service Advisors when required and any other positions as requested by the Head of Customer Services

Job Description (Continued)

Administrative Support

- Support the Housing Officers across a range of tasks as directed, including administering property alterations, processing allocations and lettings, voids and repairs
- Support the Asset Officers and compliance contracts including gas safety, legionella, asbestos and ensure compliance with relevant legislation and supervise the Customer Service Advisors in relation
- Oversee the arrangement for post inspections to be carried out and oversee the management of the Association's Portable Appliance Testing (PAT) and periodic electrical inspections
- Assist in formally monitoring contractor performance on compliance contracts against stated targets
- Accurately enter and retrieve data from a range of computerised or manual systems, including our housing management system
- Produce letters, articles, reports and other correspondence as required in line with both the operational needs of both our Housing and Asset teams
- Ensure that supplies of forms, information leaflets and promotional leaflets are available and up to date for our customers

Continuous Improvement

- Assist with delivering Customer Service objectives in line with our wider strategy and business plan
- Work with colleagues to continuously review and improve ways of working to streamline processes and efficiencies
- Work effectively in close partnership with Customer Service colleagues to ensure seamless and effective delivery of our services
- Participate at team meetings to share ideas and discuss issues to achieve continuous improvement.
- Build external networks to learn from others and ensure DPHA is at the forefront of best practice
- Help to ensure DPHA is a top performing RSL amongst peer groups, continuously striving to better our performance across the range of key performance indicators including customer satisfaction
- Contribute to ensure equalities and human rights are at the heart of our service delivery

Other

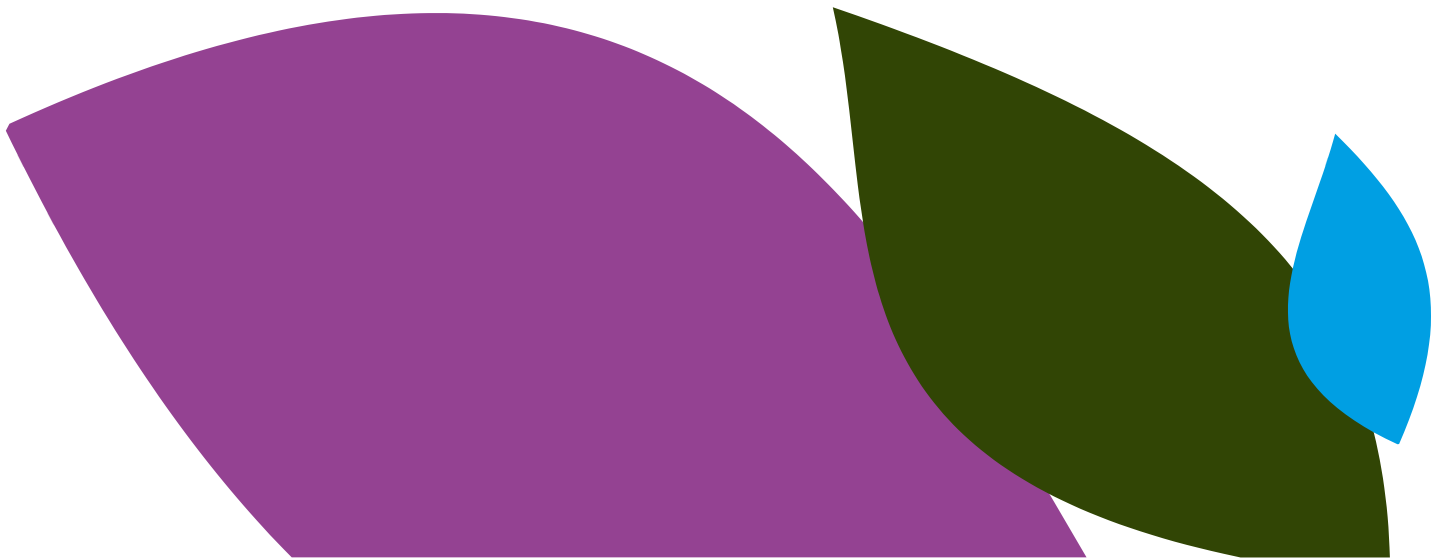
- Ensure all information and data is recorded, processed, or produced in line with: GDPR, DPHA's policy and procedures and any regulatory requirements, within agreed timescales.
- Comply with the Health and Safety policy and procedures and promote these to the team.
- Demonstrate flexibility and a willingness to respond to the dynamic and changing needs of the organisation.
- Participation in promotional, marketing and community events relating to DPHA's work, acting as an ambassador for the organisation.
- Any other duties as may be reasonably requested by the Head of Customer Services.

Person Specification

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QUALIFICATIONS		
	Essential	Desirable
HNC or SVQ 3 in Administration, Housing or Maintenance or relevant equivalent experience	✓	
Membership of a relevant professional body or equivalent, and evidence of Continued Professional Development.		✓

EXPERIENCE/KNOWLEDGE		
	Essential	Desirable
Experience of providing excellent customer service in a busy environment	✓	
Experience in dealing with and resolving customer complaints	✓	
Knowledge of Social Housing practices, relevant Scottish Law	✓	
Practical knowledge of the Scottish Social Housing Charter	✓	
Experience of working in the Housing Association sector in Scotland		✓
Knowledge of dealing with arrears management or debt collection		✓
Proven track record of supervising a team and motivating and developing colleagues to deliver results		✓
Experience of developing procedures and challenging the status quo to seek improvement		✓
Experience of working with housing management systems such as Homemaster		✓



Person Specification (Continued)

SKILLS/QUALITIES		
	Essential	Desirable
Excellent interpersonal and communication skills, including face-to-face, over telephone and written	✓	
Strong organisational skills, with the ability to manage multiple tasks simultaneously	✓	
Ability to take responsibility for your own workload and decision making	✓	
Ability to work in a multi-disciplinary team and develop team skills	✓	
A commitment to high standards of customer service and satisfaction	✓	
Self-motivated, proactive, and adaptable to changing priorities	✓	
Ability to build good relationships with both internal and external stakeholders	✓	
Sound understanding of ICT systems and good IT and digital skills	✓	



How to Apply

To apply for this opportunity, please submit your CV and a covering letter detailing how you meet the essential criteria for the role to recruitment@dpha.org.uk or apply via LinkedIn.

The closing date for applications is 12pm on Monday 14th July 2025.

Following this, shortlisted candidates will be contacted and invited to attend a face-to-face interview with the panel, consisting of our Head of Customer Services and Senior Customer Services Officer. It is anticipated that interviews for the role will be held on Wednesday 23rd July 2025.

Thank you and good luck with your application.



Equality, Diversity and Inclusion

We are committed to building a diverse and inclusive workforce that reflects the community we serve. As an equal opportunities employer, we welcome applications from all individuals, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We are proud to promote fairness, dignity, and respect for all. Should you require reasonable adjustments to submit your application, or at any stage of the recruitment process, please do not hesitate to contact us at recruitment@dpha.org.uk or call us on 0141 952 2447.