

Employer: Beyond Housing

Vacancy: Customer Service Host

Hours: Flexible up to 30 hours

Salary: £11.44 per hour (national living wage)

Working pattern: TBC

Number of vacancies: 1

Location: 14 Ennis Square, Dormanstown, Redcar TS10 5JR

Job Summary

Here at Beyond Housing our mission is to provide services our customers value, homes they want and places they are proud of, all delivered by people who care.

We are looking for someone with a great attitude to work, who is punctual and a team player and who can always deliver excellent customer service.

- You will ensure a warm and friendly welcome for all visitors, ensuring they are able to find their way around and get the help they need
- You will ensure the Beyond Housing brand is maintained for all visitors to site
- You will support customer focussed teams with routine administration tasks
- Ensure the visitor entrance is opened and locked each day at the appropriate time
- Provide support and guidance for customers attending site who could otherwise self-serve to encourage a future transition to digital access and self-service
- Provide appropriate refreshments for visitors and ensure the refreshment point is clear and tidy, including the cleaning of non-disposable crockery and utensils for visitor refreshments
- Ensure all public facing areas are clear and tidy, including booths, meeting rooms, waiting areas



- Prepare meeting rooms for booked sessions including room set up and refreshments, and ensure they are left clear and tidy for the next user
- Assist with routine non-confidential administration tasks such as data input when capacity allows and there is a requirement
- Report relevant site issues that need resolving e.g. cleaning, broken fixtures, to the facilities team
- Receive deliveries and notify the addressee of delivery and the need for collection
- Provide assistance with any customer initiatives taking place in the public facing spaces

The above is not an exhaustive list, you may be expected to undertake any other reasonable duties in line with this exciting New Start role.

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer
- Ability to work well as part of a small team
- Ability to demonstrate customer care and to be polite and courteous
- Able to follow instructions and health and safety guidelines
- Good communication skills
- Uphold and promote our values – Considerate, Collaborative, Ambitious, Accountable

