



Our vision is of

**'A vibrant neighbourhood
where everyone can prosper'**

Application for the post of Customer Services Advisor

Thank you for your interest in the post of Customer Services Advisor within Elderpark Housing.

We are an organisation based within the local community and see the role of a Housing Association as much more than just providing homes for our tenants to live within.

A key area of work for us is to look at how we can enhance the lives of those living within our homes and this role plays a crucial role in supporting the organisation to have the highest calibre, motivated and supported employees to allow us to fulfil our objectives and meet the vision of providing a 'a vibrant neighbourhood where everyone can prosper'.

The Customer Advisor role is a role we place huge importance on as you will often be the individuals that our tenants, residents and external stakeholders will have that initial contact with and the impression of a positive, caring, empathetic and community focused organisation will be visible in every interaction to have on behalf of the association.

Elderpark Housing is an organisation that seeks to create a pathway for excellent employees to allow them to have a thriving and successful long term career. The Customer Advisor role is one of the entry posts into the association and you will learn a large variety of functions within the housing association sectors including repairs, housing management, rent arrears, housing applications and customer service.

I believe this will be an exciting and interesting role working for an organisation that values our employees and place a significant emphasis on them achieving their full potential. We will support you to develop your skills, undertake any training and education which benefits your personal development and provide you with the tools to be successful in the position.

I hope the opportunity to work with Elderpark Housing is something that interests you and look forward to receiving your completed application form.

Gary Dalziel
Chief Executive

