

Relationship Advisor (Customer Service Agent)

Job Description

Pod: Relationships

Stem: Customer Services

Reports to: Relationship Team Leader

Direct reports: None



Red Kite Expectations

Customer Service Agents at Red Kite are the frontline champions of tenant satisfaction. Operating within a collaborative team, they take ownership of specific service areas such as repairs, income, ASB, and more. This role is all about delivering outstanding service across multiple channels - face-to-face, phone, email, social media, and mobile apps - while continuously improving how we work.

Key Responsibilities

- Be the welcoming, reliable point of contact for tenants—handling repairs, ASB reports, payments, and general enquiries.
- Resolve customer issues across all communication channels with ownership and empathy.
- Manage around 50 customer interactions daily, ensuring high satisfaction and low effort.
- Collaborate across the stem, wider pod, and other teams to deliver first-time-right solutions.
- Use IT systems to manage availability, update records, and support team communication.
- Take responsibility for learning and development, becoming a go-to expert in your area.
- Coordinate work, manage demand, and support colleagues to maintain service excellence.
- Review and improve team procedures to enhance performance and customer experience.
- Use spreadsheets and systems to monitor and report on service delivery.
- Champion customer-led service design and uphold Red Kite's values in every interaction.
- Lead specific functions within the stem (e.g., Repairs, Income, ASB, Rota's, Reporting).

Our essentials

- Embody Red Kite's values of Partnership, Respect, and Pride.
- Clear communicator who remains calm and prioritises effectively under pressure.
- Passionate about delivering exceptional customer service.
- Detail-oriented and known for accuracy and timeliness.
- Flexible team player with a positive, collaborative attitude.
- Confident decision-maker who listens, challenges, and champions new ideas.
- Tenacious problem-solver with a drive to find solutions and improve services

Added extras

- Experience in social housing or knowledge of repairs/housing is a plus, but not essential.
- Proven ability to build trust and strong working relationships.
- Familiarity with contact centre technology and social media platforms.
- Comfortable embracing new technologies and ways of working.

Qualifications, Skills & Experience

We have a dedicated team here at Red Kite that supports employees with all things Learning and Knowledge. This role requires you to:

- Proactive mindset with a 'can do' attitude—doing what's right, not what's easy.
- Open to feedback and committed to continuous improvement.
- Excellent communication skills that reflect professionalism and personality.
- Strong organisational skills and ability to prioritise in a fast-paced environment.
- Willingness to volunteer, contribute to projects, and support others.
- Creative and innovative thinker who seeks better ways of doing things.