Red Kite Community Housing

@redkitehousing

Relationship Advisor (Customer Service Advisor)

Job Description

Pod: Relationships

Stem: Customer Services

Reports to: Relationship Team Leader

Direct reports: None



Red Kite Expectations

Relationship Advisors are at the heart of our customer service, providing a positive and effective first point of contact for our customers. Working as part of a team, you will handle a wide range of enquiries including repairs, income, ASB and housing services.

You will take ownership of customer enquiries across multiple channels, aiming to resolve them at the first point of contact wherever possible. You will understand individual customer needs, record information accurately, champion equality and diversity, make reasonable adjustments where required, and focus on achieving the right outcome while continuously looking for ways to improve the customer experience.

Key Responsibilities

- Be the welcoming, reliable point of contact for customers—handling repairs, ASB reports, payments, and general enquiries.
- Resolve customer issues across all communication channels with ownership and empathy.
- Effectively manage a high volume of customer interactions, aiming for first-point resolution while delivering positive outcomes, high satisfaction and low customer effort.
- Work collaboratively across the team and wider organisation to deliver first-point resolution, taking ownership and focusing on the right customer outcome
- 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.
- Champion 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 decisionmaker 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.

General Responsibilities

This section outlines the broader responsibilities an organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

a) **Tenant Focus -** Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
b) **Compliance and Regulatory Standards -** Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
c) **Safeguarding -** Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.

d) **Health and Safety -** Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
e) **Equity, Diversity and Inclusion (EDI) -** Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
f) **Values and Behaviours -** Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
g) **Data Protection and Confidentiality -** Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
h) **Financial and Resource Responsibility -** Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
i) **Flexibility Clause -** Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
j) **Hybrid Working -** Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
k) **Commitment to Professional Development -** Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.