



**Customer Service  
Assistant (Admin)  
Various FTC**

---

Salary up to  
£24,479 (pro rata)

## About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



**Job Title:** Customer Service Assistant  
Various Fixed term Contracts (FTC)

**Place of work:** Beacons head office is located in High Street, Swansea and this would be your base.

This role requires the post holders to work a mix of hybrid working. In the Swansea office for a minimum of 3 days per week for full time staff (this is pro-rata for part time staff). This is regularly reviewed to ensure it meets the business needs, there is also the requirement to attend in person meetings and training as needed.

**Hours of work:** Various working patterns to cover Monday to Friday up to 35 hours per week.

**Salary:** £24,479 (pro rata)

## Our location

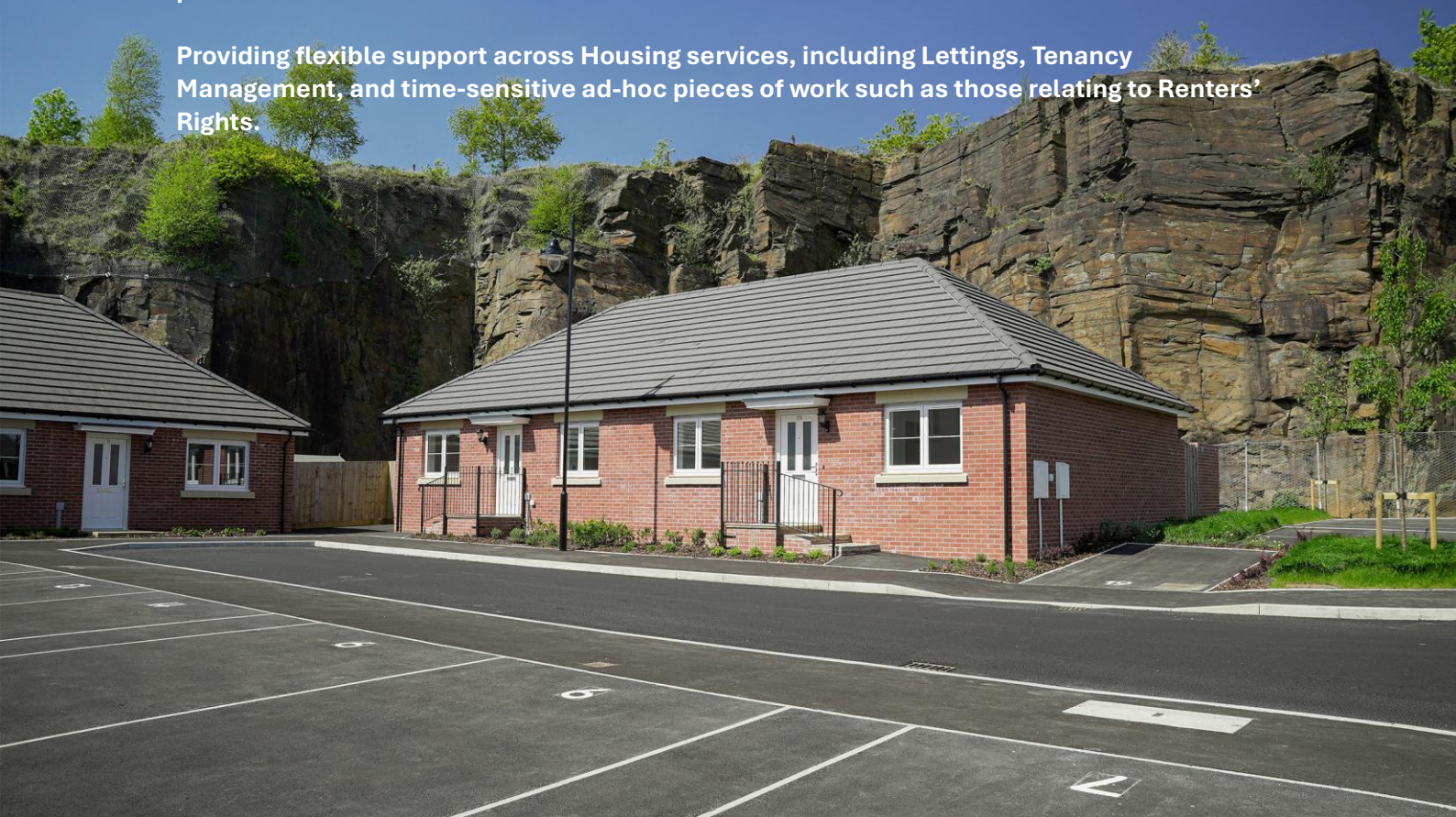
Operating across Swansea, Rhondda Cynon Taf, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

## Job Summary

Beacon works in a systems thinking way. This means we design how we work to deliver maximum value (as defined by people we serve), we seek to remove waste and bureaucracy, and we use method and measures to study 'how the work works'.

The customer service team are the first point of contact for lettings, tenancy management and general enquires for our residents . This could be by phone, email, webchat, letter or in person.

Providing flexible support across Housing services, including Lettings, Tenancy Management, and time-sensitive ad-hoc pieces of work such as those relating to Renters' Rights.



## Purpose of Role

As a customer services assistant, the focus is on;

- Helping the residents, applicants and other customers who contact us, resolving as many queries at the first point of contact as possible, signing posting as appropriate or arranging for the right colleague to contact them
- Working collaboratively with colleagues both in customer services and the wider teams
- Ensuring that decisions are based on knowledge and data, not opinions or assumptions
- Ensuring that the quality of service delivered is consistent and of a high standard

## Core duties

- Answering internal and external customer queries makes up a large part of your role, keeping you in regular contact with them face to face, over the phone, through social media, by email, letter, live chat or social media.
- Ensuring an excellent standard of customer service is provided to all applicants, residents and other customers including maintaining accurate and up to date records as specified by the Beacon.
- Creating and managing mail merge (bulk) and ad hoc communications either via CX, Microsoft Office or other appropriate systems.
- Preserve systems thinking as the method for improvement, leading by example:
  - Performance is driven by the systems we design and the thinking that underpins these
  - Purpose, measures and method need to be clearly defined
  - Understanding demand, identifying value and analysing the flow of work are central to the method
  - We use the cycle of 'check, plan, do' when studying a system and experimenting with new ways of working
- Embody the organisation's values and model appropriate behaviours at all times and in all areas of accountability.
- Using restorative and asset based approaches and enable a culture of high support/high challenge across all activities, duties and functions.

- Be able to effectively investigate and respond to informal complaints.
- Treat colleagues, clients and stakeholders in a fair, non-discriminatory way

### **General Responsibilities**

- **Training/Development**  
Have an awareness of own personal development needs. To actively seek to keep up to date with any changes to internal policies and an awareness of any changes to legislation or regulations.
- **Health & Safety**  
To comply with Health and Safety regulations and the Beacon's working procedures
- **Equal Opportunities**  
To treat colleagues and clients in a fair and non-discriminatory way
- **Any Other Duties**  
To carry out any other duties reasonably requested by Beacon.

***This job description is not exhaustive and may change to meet organisational needs.***

## Customer Service Assistant (Admin) – FTC 6 months

Essential

Desirable

### Person Specification

Qualifications & Experience		
✓		A relevant customer services qualification or equivalent experience
✓		Excellent IT skills and an aptitude for digital technology, including using Microsoft Office applications and social media
✓		Excellent communication skills including the ability to listen, mediate and deal with challenging conversations
	✓	Willing to undertake any training that will develop the role and themselves
Skills and Knowledge		
✓		Knowledge and understanding of customer service and the importance of providing outstanding customer service
	✓	Knowledge of the Social Housing sector
✓		Able to build, maintain and repair good working relationships
✓		Flexible, adaptable and a good listener
✓		Team player with an open and honest manner
✓		Able to work independently and on own initiative
	✓	Ability to communicate in Welsh
✓		Diplomatic and able to handle matters sensitively
✓		Excellent interpersonal skills, with the ability to communicate clearly and with influence, in writing, verbally and numerically
✓		Able to work accurately and efficiently
Personal Qualities		
✓		Able to recognise and adhere to professional boundaries

✓		Resilient and able to deal with challenging situations
✓		Self-aware and committed to own development
✓		Ability to cope in a fast-paced working environment and multitask
✓		A receptive and adaptable approach to change and open to new ways of doing things
<b>General</b>		
✓		Committed to attending some meetings or events as required even if outside of normal working pattern
✓		Willing to contribute to and be actively involved in engagement activities and events
✓		Full driving license and access to a car; or able to demonstrate ability to be fully mobile in the role

## Next steps

If this seems the job for you can apply online 24/7 right up until **9am on the 21<sup>st</sup> of May 2026**.

If you'd like to chat to us about the role before you apply, **please contact Amy Davies 07794 214533 or Sarah Churchill on 07974 081017**.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether or not you've been shortlisted.
- If you are, we'll invite you to come and meet us for an Assessment Day on the **27<sup>th</sup> of May 2026**. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6-month probationary period from your start date and your manager and HR will support you throughout.

## Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?  
Visit [beacon.cymru/jobs](https://beacon.cymru/jobs)

