



Hexagon

Customer Service Advisers Full-Time & Part- Time

Recruitment Pack

November 2025



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Welcome letter

November 2025

Dear Candidate

Customer Service Adviser

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Sunday 23rd November 2025**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold.

All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team - Customer Services

Thank you for showing an interest in the Customer Services Adviser post. Set out below is some background information about Hexagon, the department and the job, which we hope you will find useful.

Our Homes

Based in Sydenham SE26, Hexagon is a community-based housing association with 4000 homes for rent or low-cost home ownership working in 5 boroughs in South-East and South London. We are continuously developing new homes for social rent and shared ownership. We are committed to putting our residents at the heart of what we do. This means involving our residents in the way we deliver the service. It also means a commitment to delivering consistent levels of excellent customer service.

Customer Services and where it fits into the organisation structure

The team is headed up by the Customer Services Manager who reports directly to the Operations Director. The Customer Services Team has an Officer (senior) post with some line management responsibility as well as customer-facing work. The rest of the team is made up of Customer Services Advisers (CSAs).

What Customer Services do

The Customer Services Centre is the first point of contact for Hexagon's residents for all our services and our objective is that they are able to resolve 80% plus of service requests themselves without needing to refer to other teams within Hexagon. This includes taking requests and checking resident satisfaction after the repair is done as well as dealing with tenancy enquiries and enquiries from applicants for housing. The team provides a reception and switchboard service (about 56,000 calls a year) for our main office which is in Sydenham, London, SE26. The team works closely with the Responsive Repairs department and Repairs Contractor who have overall responsibility for our repairs as well as Housing Services.

These roles

These roles will form part of the expanded Customer Services team as all our repairs calls move from our contractor back to Hexagon, and we are looking for full and part-time roles. For the part time role, you will need to be available Monday – Friday around the lunchtime period. What could this look like – it could be 10:30 – 2pm each day or something similar. Please indicate on your application form if you are interested in the full time or part time position (or both).

November 2025

Job Description

Post: Customer Services Adviser

Reports to: Customer Services Officer or Customer Services Manager

Date: November 2025

Job purpose

As part of the Customer Service Centre team provide the first point of contact for Hexagon's customers. Aim to deal with queries and resolve problems within Hexagon's timescales.

Principal Accountabilities:

Customer Service

1. To offer a courteous and polite service to Hexagon's residents and other internal and external customers in line with the Customer Service Standards.
2. To handle all calls from residents in the first instance, deal with initial enquiries and pass to Neighbourhood Officers or other staff as appropriate, including by email.
3. To promptly and efficiently resolve queries from Hexagon's customers on a wide range of issues, including, but not limited to
 - Repairs, and planned works including defects and chasing contractors;
 - Arrears (up to court stage);
 - Rent queries;
 - Transfers, nominations, mutual exchanges and attempted direct applicants;
 - Advice on Nuisance & Harassment; and Home ownership queries including Right to Buy, Right to Acquire, Shared Ownership, etc.
4. To give fair and accurate advice, and send out appropriate information in line with Hexagon's Policies and Procedures
5. To provide switchboard services for the Association.
6. To provide Reception services for the Association

Repairs & Planned Works

7. In line with Hexagon's Policies and Procedures, and in liaison with Area Surveyors to be responsible for identifying, prioritising and raising customer repairs, and allocating work to external contractors.
8. To check outstanding repair orders, following up queries with contractors and to ensure timely completion of works.
9. Liaise with repairs contractor with regards to complaints where necessary, identify the problem, trace history and provide information, referring as necessary to other parties.

Housing Services issues

10. To give information relating to rent accounts, providing a rent statement where necessary.
11. To advise on ways of paying rent and, as required, create rent payment cards, set up direct debits over the phone, process Callpay payments, etc
12. To process requests for transfers including updating computer records, utilising relevant systems such as Home Swapper and House Exchange.
13. To pass calls to or email Neighbourhood officers on specified housing services issues.

Administrative duties

14. To be responsible for own administration, and undertake general admin tasks including booking couriers and taxis, etc.
15. To be responsible for ensuring that full and accurate computer and paper records are maintained for all activities undertaken.
16. To be responsible for ensuring that individual tenants and residents receive written confirmation on activities relating to rents and repairs.
17. To be responsible for opening, recording and distribution of incoming mail and dealing with external mail.
18. To input simple information on the main computer system or spreadsheets, and produce statistics from these and other records.
19. To deal with or refer on Customer Desk emails and file the queries and responses appropriately.

General

20. Act always in accordance with Hexagon's published policies and procedures.
21. Maintain high standards of probity and confidentiality.
22. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.
23. Carry out all other duties as may be reasonably be assigned

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association, its subsidiaries, and any associated organisations.
2. This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

Person Specification – Customer Service Adviser

Skills Required	Level
Work Experience	Essential Proven background of working in a fast-paced contact centre or directly with members of the public both face to face and over the phone Experience of logging repairs/raising job orders for external contractors Experience of working with outsourced contractors Desirable Experience of working within the housing sector
Skills/Knowledge/Abilities	Essential Ability to show initiative and creative thinking in problem solving Computer literate, with knowledge & experience of MS Office/CRM systems/large databases Good numeracy skills including the ability to produce simple statistical reports Good verbal and written communication skills and an ability to effectively represent the Association externally An excellent telephone manner and verbal communication skills, including ability to sometimes deal with difficult or challenging customers' Excellent attention to detail
Personal Qualities	Essential Solution focused with a 'can do' attitude, proactive, going above and beyond for the customer and taking ownership Appreciates difference and treats all people with dignity and respect Responsible, resilient, and able to work under pressure

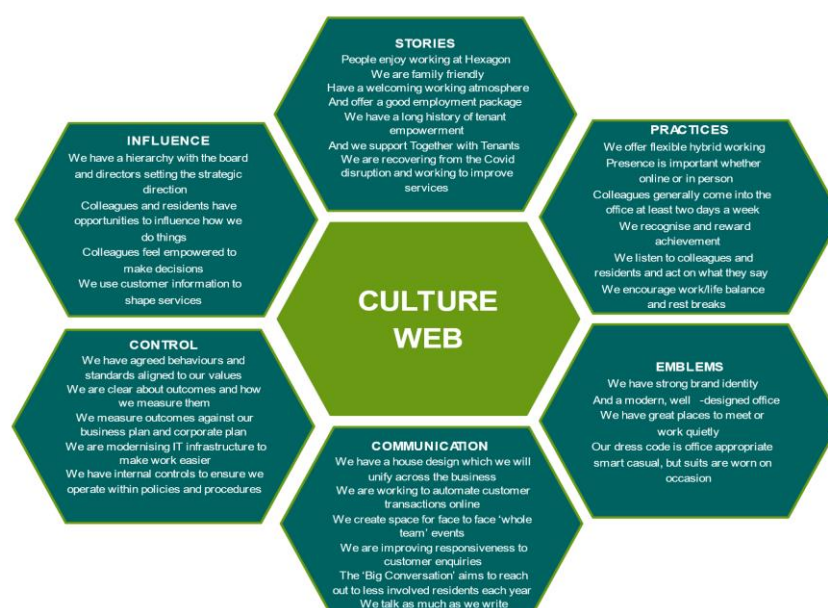
Able to build collaborative and good working relationships with internal and external departments/organisations

Advice to applicants

The above specification will be used in the shortlisting process.

As a minimum, candidates must cover the requirements marked as 'Essential' in their application where the Application Form has been identified as one of the methods of assessment.

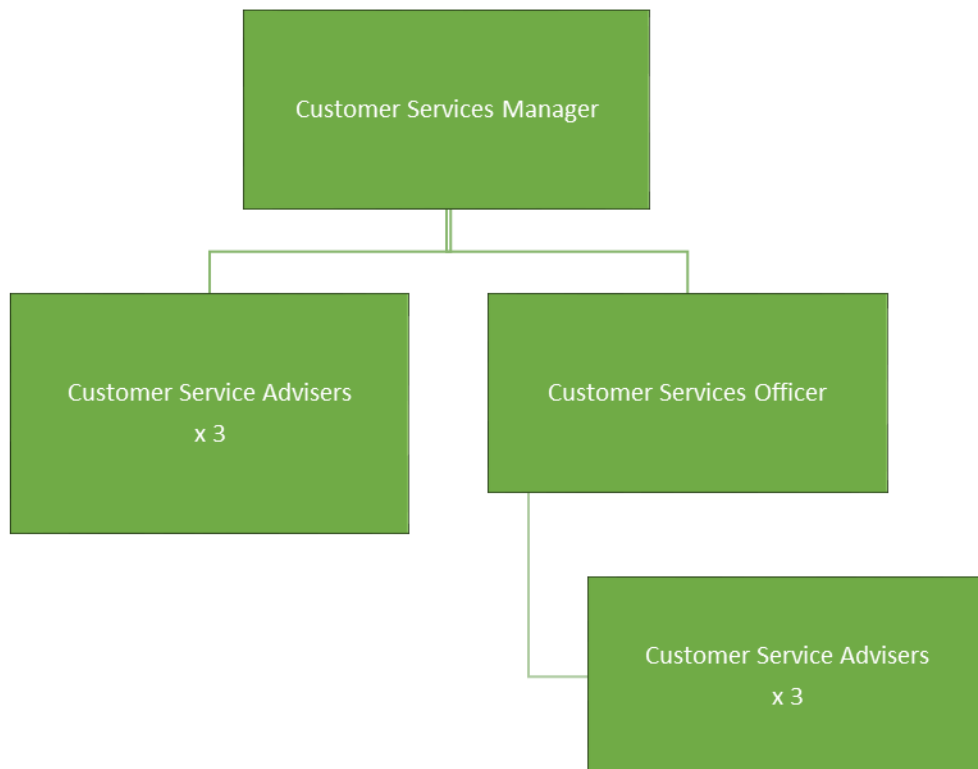
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- Be polite - Keep your promises - Communicate updates regularly - Listen and show empathy - Be solution focused with a 'can do' attitude - Ask and act on feedback from customers	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- Don't blame, just explain - Don't pass the buck - Acknowledge and follow up emails/queries within agreed times - Keep calendar presence up to date - Respect others' time	- Share skills and good practice - Collaborate and work as a team - Attend job/person centred training - Be trusting and trustworthy - Be constructive - Ask for what you need to do your job
Managers	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- Listen to staff and explain when making changes - Set intelligent SMART objectives - Recognise achievements - Be consistent - Be results focused - Put policies/procedures in place and make sure they are followed	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- Consider the impact of decisions on customers - Be seen to be listening - Be close to the 'frontline' - Be strategic, seeing the bigger picture - Guide change	- Be a champion and voice of diversity - Be accessible and approachable - Be fair in conflict resolution - Set a positive performance management framework that recognises difference	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- Set clear direction and delegate - Lead by example - Get to know and value your people - Provide recognition

Organisation Chart –



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Customer Services Advisers (Full time & Part time)

2. Remuneration

Salary £31,075 - £34,524 dependant on experience (pro-rata for part time role)

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

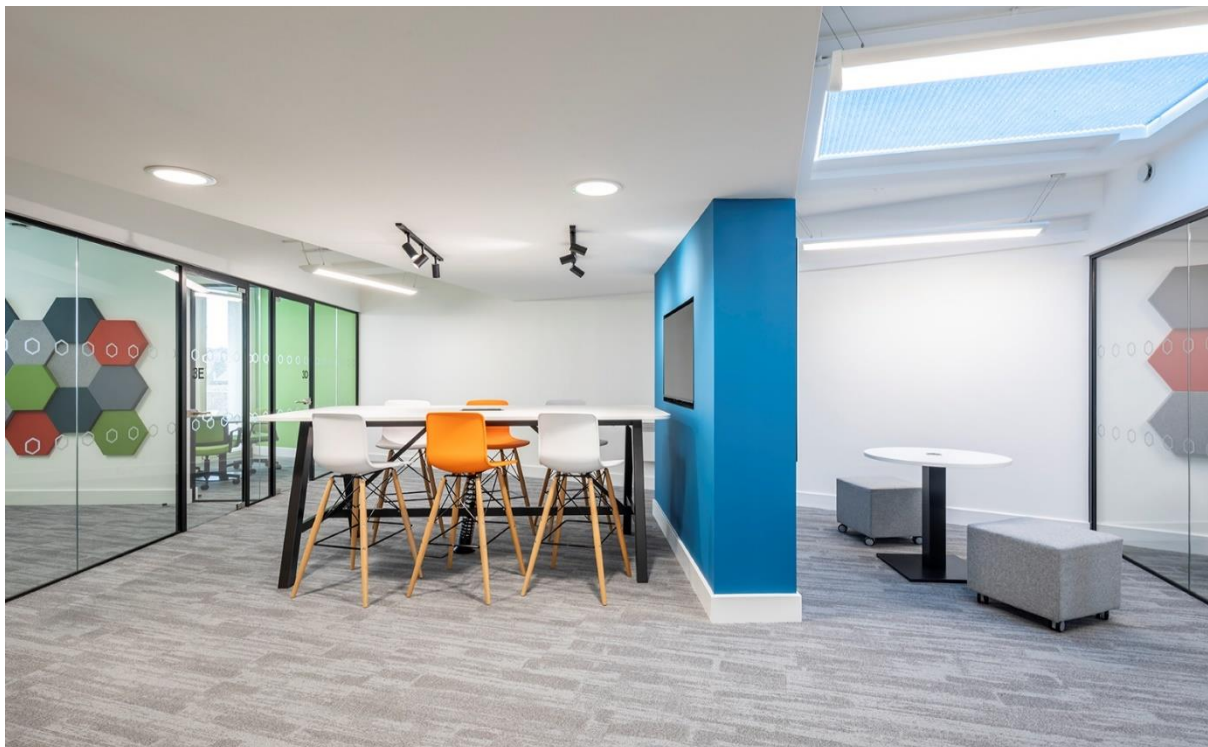
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days (pro-rata for part time role)

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

6. Working hours

Full-time & Part time – 35 or 17.5 hours per week (Mon-Fri)



A workspace at our Sydenham Road Office

The Advertisement

Customer Services Advisers (Full time & Part time)
£31,075 - £34,524 dependant on experience (pro-rata for part time role)
Full-time & Part time – 35 or 17.5 hours per week (Mon-Fri)
South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services. As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

We are looking for outstanding individuals who will strive to provide the best service to our residents. You will be the first point of contact for our customers and will provide a responsive, solution focused service to all.

You must have a proven background of working in a busy contact centre or directly with members of the public, both face to face and over the phone as well as experience of logging repairs and raising job orders for external contractors. Your desire to want to help people, be empathetic and understanding is crucial. The CSC is a small team, so being a team player is essential – you must also be resilient, be able to work under pressure and be able to deal with challenging situations.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold, that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you. We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details and how to apply, please visit our website at www.hexagon.org.uk. No agencies

Closing Date: Sunday 23rd November 2025
Interviews will be held on Monday 8th December 2025

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by - Sunday 23rd November 2025
Short listing:	Friday 28th November 2025
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Monday 8th December 2025 With Panel members (Customer Services Manager and Customer Services Officer)



Hexagon Housing Association Ltd

We're Great Place to Work-Certified™!

94%

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey