**Customer Support Operative**

We are looking for a confident, energetic and self-motivated Customer Support Operative to make things really happen for our customers, putting them at the heart of everything we do.

The Customer Support Operative is responsible for the day to day remediation of issues in customers’ homes. This role takes ownership of ongoing customer issues as required. The role coordinated with the CSC to ensure the correct resources are available to undertake work in customers’ homes, on the appointed date in order to resolve the identified issue(s).

**The Role:**

**Repair**

Undertake planned and reactive remedial work with respect to all the trades; carpentry, painting, dry lining etc. and any other duties as directed by the CSM.

Undertake the co-ordination of work as required.

Undertake any inspections of issues as required by the CSM.

If more materials are needed, source them efficiently and with agreement of the CSC team.

**Customer Service**

Undertake regular customer liaison with customers in their homes.

Undertake regular liaison with the Customer Support Department to ensure they are kept fully up to date.

Have the ability to remain calm and collected when faced with difficult customers, and situations, so a high level of personal integrity and respect for others is essential.

Have the ability to communicate accurately at the same level of understanding with the customer.

Behave in an honest and trustworthy manner at all times.

**Teamwork**

Provide support and assistance to other team members

**Cost control**

Plan and carry out work in a safe, cost effective manner.

To be aware and observe any opportunity to reduce costs and improve standards and ensure those ideas are shared with your team.

Account for expenses and produce accounts weekly.

**Health and Safety**

Ensure that Health and Safety is followed and site regulations are adhered to.

Demonstrate a good understanding of NHBC standards

**The Person:**

* Qualified City & Guilds carpenter or painter
* Experience of other trades preferred.
* Experience to work in occupied homes.
* Ability to work on own initiative.
* Clean driving licence.

In order to be successful in this role you must be able to prove eligibility to work in the UK.

If you are successful at interview and the Company considers making an offer of employment, you may be asked to give your consent to the following pre-employment check[s] being undertaken by our third party provider, Experian (or any other appropriate third party provider that the Company chooses to engage).

The type of checks made will depend on the role in question but may include any or all of the following

Criminal records (DBS);

Credit reference

DVLA

The purpose of such checks will be to assess your suitability for the role. If it subsequently transpires that you have given incorrect, false or misleading information, your application will not be taken further.

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.

**Internal applicants – Please ensure you inform your Line Manager before applying**