

## **Customer Care Administrator**

### **About Highwood**

Highwood sits at the forefront of inspired and sustainable development, from award-winning retirement and care homes to landmark residential projects. The company brings together experts from across the industry, who along with its partners, share a commitment to the highest standards of construction and development.

### **The role**

In this role you will be working across our Customer Care and Maintenance departments to provide administrative support in both commercial and residential aftercare.

The role will cover a range of daily functions and activities such as:

- Logging defects onto database and ensuring it is always up to date
- Working with sub-contractors to book and issue work requirements
- Liaising with clients and residents to confirm maintenance issues and defects
- Monitor sub-contractor work and log within Excel
- Prepare home-owner user guides for residents and assist with the handover process to include home-demonstrations
- General administrative support for the department

### **The Person**

An ability to communicate effectively at all levels is essential in this role as you will be working across departments and with our customers and clients.

We are looking for an individual with experience in an administration role who preferably has worked within the construction and/or new homes sector prior. We require someone who has high attention to detail, great customer service skills, enjoys multi-tasking and can work flexibly supporting other team members.

### **What we offer**

- A Best Companies 'Very Good' Accreditation
- Competitive salary
- Annual holiday allowance 26 days (plus bank holidays)
- Training budget - we recognise how important your career is and will therefore support you in your professional development
- Great staff social events, including annual Summer and Winter party

### **What else you need to know about this role**

- Location – our North Stoneham Park Site
- Permanent role, full and part time considered

If you are interested, please email our Head of People and Culture, Jessica Watts-Forte with your CV to [j.watts-forte@highwoodgroup.co.uk](mailto:j.watts-forte@highwoodgroup.co.uk)

*The Highwood Group is committed to promoting equal opportunities in employment. You and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We welcome all applicants and are committed to an inclusive environment for all.*