

Highwood Group Customer Care Administrator

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.

Who we are

We have delivered an extensive portfolio of distinctive and responsible housing projects that are underpinned by sustainable development since 1987. From residential estates and inner-city regeneration to exclusive developments and luxury care homes, Highwood continues to break new ground in property. Our operational reach extends across the south coast of England – west to east from Bournemouth to Chichester and north to the M25.

What we offer

In return for your hard work we offer a competitive salary, flexible working, 26 days holiday (pro-rata) plus bank holidays and staff social events.

What you should know about this job

- Location – North Stoneham Park, Eastleigh, Hampshire
- Due to the location of our site and office, it is advisable candidates have their own transport
- We are flexible on hours and start/finish times but require at least 21 hours/week
- This is fixed term contract of until the end of March 2021
- Reports to – Head of Customer Care
- Direct Reports – 0