

HELP TRANSFORM OUR RESIDENT EXPERIENCE

RESIDENT ADVISOR x 2

£28,423 PER ANNUM

DARLINGTON

CLOSING DATE: 30 MARCH 2025

We are reviewing applications as they come in and may close the advert early once we find our ideal candidate. Apply early to ensure you're considered.





RESIDENT ADVISOR x 2

£28,423

HYBRID WITH OFFICE BASE IN DARLINGTON

Resident Advisor x 2
£28,423 per annum
Permanent contract x 2
Full time (35 hours per week)
Hybrid with Office Base in Darlington

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

We are really excited by our future and we're on a journey to transform our resident experience and deliver a new approach to asset management and resident engagement. This role is crucial to our mission and you'll have a fantastic opportunity to deliver a first class experience for our residents.

We're looking for two enthusiastic Resident Advisors to join Team Railway to help to provide our residents with an exceptional resident-focussed service, responding to and resolving queries at the first point of contact. You'll work as part of a team delivering exceptional experiences by telephone, email, social media and face to face and you'll support our Community Housing, Property and Resident Experience Teams to get queries resolved for our residents.

Initially you'll be based at our office in Darlington, working with us for 35 hours a week, usually between 8.30am and 4.30pm, although we're flexible to make sure we can provide the best service to our residents. Once you're trained and confident, there's the opportunity to work from home for up to two days a week.

If you're interested in joining our team and our mission to deliver exceptional services to residents, please send in your CV and a covering letter letting us know why you're interested in joining us to recruitment@railwayha.co.uk by Sunday 30 March 2025. We are reviewing applications as they come in and we may close the advert early once we've found our ideal candidate, so we'd recommend applying as soon as possible to ensure that you've got the best chance to join Team Railway.

If you'd like to have a chat about the role, please email recruitment@railwayha.co.uk and one of our colleagues will be in touch. We're excited to hear from you.

Role Description



- Role Title:** Resident Advisor
- Responsible to:** Resident Experience Manager
- Responsible for:** No line management responsibilities

About Railway

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Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

Role Summary

To deliver an exceptional, high performing resident-focussed service, responding to and resolving queries at the first point of contact. To respond to enquiries from residents and partners in an omni-channel approach, including telephone, written, face to face, social media, email and other digital platforms. To respond to requests for responsive repairs from residents and colleagues, focussing on the correct diagnosis, and allocating work to contractors in a timely manner. To support applicants with requests and applications to rent a Railway Housing Association home and to administer the waiting list in line with the allocations and lettings policy. To provide wider administrative support to the Property, Community Housing and Resident Hub and Voice Teams

Key Responsibilities and Accountabilities

Strategy and Policy

- Support the design, implementation and review of strategies, policies and procedures relevant to the wider resident experience

Housing Advice and Management

- To respond to enquiries and provide accurate housing advice to applicants interested in renting a Railway Housing Association home
- To respond to enquiries relating to tenancy and neighbourhood management, resolving where possible and escalating where required
- Process applications for rehousing and prioritise applications in line with the Association's allocations and lettings approach
- Carry out reviews of the housing waiting list to ensure data is accurate and up to date
- Take payments and support residents with low level advice around rent accounts
- Support the wider Community Housing Service with administrative and resident service support

Repairs

- To respond to queries from residents, colleagues and partners regarding requests for responsive repairs to homes, signposting to the right organisation if the issue isn't within Railway Housing Association's responsibility
- Effectively diagnose repairs using questioning and listening skills to improve the Association's first time fix rate and value for money approach
- Ensure that the repairs IT systems are updated with accurate information and data relating to resident enquiries
- Support the wider Property Team with administrative and resident service support

Resident Service

- Receive and respond to all enquiries at the first point of contact in an omni-channel approach to deliver an outstanding experience to residents
- Update all appropriate IT systems and records for every interaction to ensure that data is accurate and robust
- Support the Association's approach to resident satisfaction by encouraging resident feedback
- Accurately record and escalate complaints

Health and Safety

- Support a culture of health and safety throughout the Association, ensuring that feedback and concerns are actively encouraged and acted upon
- Take responsibility and ownership for following policies, procedures, systems, devices and practices to ensure your safety and the safety of colleagues and residents
- Take responsibility for ensuring that emergency repairs are immediately allocated to the appropriate contractor to ensure resident safety and escalate any concerns quickly

Finance, Risk and Performance Management

- Support a culture of value for money, including working collaboratively across the organisation to deliver value for residents
- Responsibility for achieving key performance and satisfaction targets

The must haves:

Skills and Abilities

- A strong resident focus, delivering services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

Personal Attributes

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

Experience and Knowledge

- Experience of the delivery of high performing, excellent customer service and experiences
- A track record of achieving performance results
- Effective use of IT systems and record keeping