

unipol

Candidate Brief



Customer Service Advisor

Purpose Built Student Accommodation (Multi-Site)

Grade 4 (£24,248 - £25,742)



Overview of the Role

Location: Unipol Student Homes,
155-157 Woodhouse Lane, Leeds, LS2 3ED
and Oak House, Park Lane, LS3 1FJ [Oak House Link](#)

Hours: Full Time, 3 days over Monday to Friday, and
Saturday to Sunday 12pm-8pm.

This is a fun and diverse role, ideal for a people person with a passion for delivering an exceptional customer experience to join the Unipol family. As the first point of contact for our student residents, you will provide outstanding customer service and foster a sense of community that makes the accommodation feel like home.

You'll be involved in all aspects of student life, from supporting open days to organising social events, while ensuring residents feel safe, supported, and engaged.

If you have a "can-do" attitude, excellent communication skills, and enjoy problem-solving, this role is perfect for you. Join us at Unipol and help create an inclusive, and vibrant community where students can thrive academically and socially.



Main Duties and Responsibilities

- Deliver an outstanding resident experience, welcoming residents and visitors warmly, ensuring they receive outstanding customer service and support throughout their stay, across multiple sites.
- Support the Building Manager with the running of the accommodation and resident experience in line with the tenancy cycle.
- Organise and assist with the planning and delivery of social events that build community and enhance the resident experience.
- Contribute to the lettings process by supporting open days, conducting viewings, assisting with tenancy agreements, and helping to achieve occupancy goals.
- Monitor and address health and safety issues to ensure compliance with regulations and maintain a safe living environment.
- Maintain accurate records in tenant and health & safety databases and provide administration support as directed.
- Process maintenance requests, liaise with the maintenance team, and follow up to ensure issues are resolved promptly.
- Handle the logging, storage, and distribution of parcels with accuracy and efficiency.
- Handle complaints and rent arrears with empathy, ensuring resolutions are reached swiftly and satisfactorily.
- Flexibility for regular weekend, early morning and evening work will be required, to support the wider Operations team.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade and the evolving property portfolio.

Qualifications and Skills

- Excellent customer service skills with a passion for creating an outstanding customer experience.
- Strong communication skills with the ability to communicate effectively through different mediums.
- Outstanding administrative and organisational skills with the ability to work autonomously and organise your own workload.
- The ability to work under pressure, solve problems and remain calm in a crisis.
- Attention to detail and accuracy.
- Good IT skills and familiarity with databases and spreadsheets.
- Positive attitude, proactive approach, and a team player.



General Information

Unipol is a housing Charity, providing assistance in finding and supplying housing for students in Leeds, Nottingham and Bradford. All those working in Unipol are jointly employed by Unipol and the University of Leeds.

Further details about Unipol can be found here www.unipol.org.uk