



Creating great homes together

Role Profile

Position

Home Moves Assistant

Reporting to

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable and highly collaborative environment.
- First class training & support to learn new skills that will set you apart.
- Encouragement and support to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues and a great team.
- Being at the front end of a great colleague experience.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Being passionate about providing great business support and able to explain that to others, you understand the importance of supporting colleagues to create a great customer experience.
- Accuracy and attention to detail.
- Prioritising and multi-tasking.
- Working at pace without compromising on quality.
- Cool under pressure and keeping focus.
- Completing tasks, you start.

What you take care of

- Administration support to the home moves team.
- Helping customers or their representatives to end their tenancies.
- Effectively marketing vacant homes on choice-based lettings sites.
- Maintaining accurate electronic records and ensuring customer data is kept updated and is 100% accurate.
- Submitting electronic continuous recording (CORE) data for each letting.
- Maintaining our garage waiting list, processing requests to end garage licences and managing the garage lettings process.

What you need to be successful

- Great customer service skills.
- Passion for supporting colleagues to provide great customer experience.
- An ability to prioritise and manage workloads.
- Able to work on own initiative.
- An ability to make quick decisions to support colleagues.
- Able to work with others to deliver team targets.
- Excellent IT skills.
- An attention to detail and accurate record keeping.

Qualifications required

Applicants with transferrable skills are encouraged to apply.