



Creating great homes together

Role Profile

Position

Operations Support Associate

Reporting to

Heating Services Manager

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.

- 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

- Great customer service, people management skills and passionate about customer experience.
- An ability to make quick decisions to fulfil customer need.
- Able to spot trends and work out what to do about them.
- Engaging communication style.
- Able to work with others to deliver team targets & projects.
- Being able to prioritise and multitask.
- Always going above and beyond.
- The right service at the right time the first time.
- Demonstrating and promoting Magna behaviours.
- Contribution to the team and providing ideas to streamline processes and providing the top-notch customer journey we deliver.

What you take care of

- Providing administrative support, to enable the team to process data efficiently, accurately and reliably.
- Ensure all customer contact is managed and responded to; making sure customers get the best experience at the right time, first time.
- Working as a team multiskilling across the department to support other team members where needed.
- Process and collate data to pay our suppliers, contractors and staff.
- To assist in the implementation of new IT systems and working practices.
- To collate and prepare statistics as and when requested.
- Self-motivated, driven and a readiness to take on tasks.

What you need to be successful

- Experience in working in a fast-paced environment with great IT and interpersonal skills.
- You will need to be happy to engage with all areas of the business in a 'one team' approach.
- Ability to support an out of this world customer experience.
- A keen eye for detail.
- Problem solving through collaboration with customers and colleagues.
- Capability to work on your own (working from home) whilst a team player.
- Great communications skills.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Relevant work experience, no essential qualifications are required.

Approved: V1/0525054