



Creating great homes together

Role Profile

Position

Performance Support Officer

Reporting to

Head of Customer and Community Support

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.
- 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 newly forming department with the opportunity to influence service delivery and strategy.
- 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 performance.
- The ability to communicate clearly and showcase to others the work your business area undertakes.
- You understand the importance of supporting colleagues to create a great customer experience.
- Being a subject matter expert in Magna customer support services or undertake learning to support your colleagues in this area.
- Accuracy and attention to detail.
- Prioritising and multi-tasking Getting to the root cause of issues and ensuring they are worked through and resolved in accordance with policy, legislation or regulatory requirements.
- Working at pace without compromising on quality Cool under pressure and ability to keep focus.
- Completing tasks, you start

What you take care of

- Provide targeted support to the Head of CCS and the specialist functions within the department.
- Ensuring the performance, engagement and promotion of the department is of high standard, good quality, compliant and customer focussed.
- Actively participate and support the Head of CCS in the strategic planning and budget setting of the department.
- Measure, communicate and support the improvement of performance indicators, continuous improvement and best practice, sharing and promoting activities across the business.
- Assist the specialist functions teams within the department to review processes as appropriate and look for possibilities to simplify, standardise and improve data quality and controls.
- Flag concerns to functional leads.
- Engage with multiple stakeholders, building relationships with colleagues and customers which drive performance improvement.
- Support a culture of elevating our service provision and improving the customer experience.

What you need to be successful

- Good communication, interpersonal skills and the ability to be adaptable, reliable and approachable.
- Flexibility is essential to the success of this post as well as the ability to cope with the changing needs of the department and the business to fulfil this demanding role.
- You will need the ability to work collaboratively across the department and the business.
- Excellent knowledge and experience of specialist housing / customer support services.
- Understanding of the pressures of social housing and for Magna Housing and for Magna customers.
- Knowledge and experience of the current operating environment in social housing and a fast-paced business.

- The ability to work under pressure and the ability to prioritise and balance the demands of a busy workload.
- Social media skills and an engaging communication style.
- An ability to make quick decisions to support colleagues

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Approved: