



PROVIDING YOUNG PEOPLE WITH LIFE CHANGING CAREER OPPORTUNITIES

Customer Service Out Of Hours Agent

Location: Manchester – Ardwick (M12)

Hours: Full Time & Permanent Contracts

Customer Service OOH Agent:

- Hours – 37.5 per week
- Salary - £23,891.92

“Do you want to work for one of the UK’s leading housing and care service providers in the UK? Are you somebody who is open to new opportunities, works to achieve high standards and is customer focused? If so, we have an exciting opportunity for 5 x Customer Service OOH (Out of Hours) Service Agents to join our rapidly expanding teams.”

The Mears Red Thread:

At Mears, the Red Thread is the DNA of our business – it connects everything we do and everyone who works here.

It’s who we are at our best. It’s woven into every conversation, every action and every improvement we make. It’s how we work, support each other, and make a real difference to our clients, customers and the communities we serve.

The Red Thread is not just a set of values, its ‘Our Way’ and it’s made up of four main strands:

PEOPLE - We always put people first.

PURPOSE - We do the right thing with a clear purpose.

BETTER - We take responsibility and make it better.

TOGETHER - We work and achieve together. Each of these strands relates to how we work and how we show up every single day – for our customers, our communities and for each other, and how we make a real difference every single day.

Every day, in every role, in every location – we're all connected by the Red Thread. This is Our Way.

About The Role

We are looking for an experienced Customer Service OOH Agent to join a highly motivated and skilled team who deliver a first-class service to our customers and clients. You will field enquiries from customers across a range of Local and Central Government contracts and services - dealing with matters such as repairs, rents, tenancies, ASB, transport and more. Many of our customers are highly vulnerable and so being compassionate, empathetic and determined to help is essential to being successful within the role. You will work to a number of Key Performance Indicators within a range of Service Level Agreements. Due to the nature of our role as well the specific needs of our customer base, we value quality interactions with our customers over strict telephony-based metrics.

You would not typically expect a significant or meaningful conversation in real life to last exactly 5 minutes and likewise, where our customers need it, we focus on talking to them, one person to another.

You can expect daily 'on-the-job' support from your colleagues and line management, as well as weekly coaching sessions and monthly 121s – all of which feed into your annual appraisal. We learn and grow together, and so as a team we are invested in your success within the role.

Our promises to you:

We will lead you with integrity and trust. We will inspire and motivate you to achieve our shared goals We will be trustworthy, reliable and dependable at all times We will treat you with honesty and respect regardless of who you are and where you come from. We will recognise your hard-work and achievements and help you improve in a supportive and structured way, wherever needed.

You'll ideally have or be willing to work towards the following:

- Great Interpersonal Skills
- The drive to take ownership of an issue and see it through to an appropriate resolution.
- Able to work to targets and deadlines.

- Being able to cope with the workload expected in a fast-paced/complex environment. Genuinely wanting to connect with people and help them
- Leading by example.
- Problem solving.
- Adhering to established business policies and procedures

Role Criteria:

- Basic IT literacy - able to use Microsoft Word, Excel and Outlook
- Substantial experience within a customer service environment or transferrable skills and a willingness to learn
- Good written and spoken communications
- Ensuring the customer experience is central to all activities by adopting a professional manner when communicating with all stakeholders, this includes but not limited to, appearance, company ID, maintaining a high standard of health & safety requirements.

All our roles require candidates to have the entitlement to work within the UK, Mears does not currently offer visa sponsorship.

Working Hours & Site Details:

Customer Services OOH Agent - 37.5 hours a week, Evening and Weekends, 2-week rotation - A great opportunity for those who might have commitments during normal office hours such as education, school runs, appointments.

Week 1: Monday-Friday (weekend off) – Shift starts at 16:00PM and finishes at 00:00AM with 30-minute unpaid lunch break

Week 2: Monday-Wednesday (Thursday & Friday off) & Saturday-Sunday – Shifts on a weekday remain the same as above and on a weekend can range between 08:00AM – 16:00PM (Morning Shift) or 16:00PM to 00:00PM (Evening Shift) Site Information:

- The role is fully office-based at our location based in Ardwick (M12) – great transport links, 5-minute walk from Hyde Road.
- **Dress Code** - At Mears, we take pride in our professionalism. This includes being professional in both conduct as well as appearance. We wear business attire within the office at all times except for the

last working day of the week where we dress down in smart-casual attire.

- Free Parking on-site – ANPR system – facilities to store bikes and motorbikes onsite
- Free shuttlebus from site to Manchester Piccadilly station in 15-minute intervals – between 7:30AM till 9:30AM and then between 16:30PM and 18:30PM

Where shift/working pattern adjustments need to be made subject to business need, these will always be communicated at least a month in advance.

Benefits we can offer you:

- Friendly, supportive and progressive work culture and environment.
- 25 days annual leave plus bank holidays
- Annual Mears Fun Day – Free day out for you, friends/family paid for by Mears in recognition of your hard work throughout the year – For employees in England, this is usually a theme park such as Drayton Manor.
- Volunteering Leave - Mears supports employees to undertake paid volunteering in the community, in support of our social value commitments – do something worthwhile for a cause close to your heart.
- Staff perks with Mears Rewards - discounts of up to 10% weekly groceries, holidays, eye test vouchers, Share save scheme, plus much more
- Employee Assistance Programme – Confidential support services for Mental and Physical wellbeing
- Mental Health First Aider Network – Confidential MHFA support and signposting.
- Employee of the Month Award (Departmental) – a chance to win recognition within the department as well as monthly/yearly rewards vouchers.
- Extensive L&D Programme that offers fully accredited certification in areas such as Prevent/Safeguarding and Mental Health Awareness.
- Mears Amazing Employee Awards
- Subsidised Eye Tests and cost towards glasses for DSE use
- Employee Networks and Sub-Forums

As part of the recruitment process for this role, we will carry out a DBS & BPSS check, as well as Security Clearance or Counter-Terrorism Checks. For these checks to be completed, we will require from you the relevant identification including:

One form of photographic identification – such as passport, driving licence etc. Proof of Right to Work in the UK documentation (as applicable) – UK passport, birth certificate, naturalisation certificate/indefinite leave to remain document, Government EU settled status share code.

Documentation with your National Insurance number on it – etc payslip, letter from DWP, UC, JSA or HB etc. Documentation to show proof of current address - must be dated within last 3 months – bill, bank statement, doctor’s letter etc. Documentation that shows proof of residence in UK for last 5 years. X2 References from previous employment. (One must be professional/academic, the second can be personal if needed) Name, Relation to you and email is all that is needed.

At Mears Group, we are committed to fostering a diverse and inclusive environment where everyone can thrive, we are a Disability Confident employer, valuing individuality and ensuring equal opportunities for all.

We proudly support the Armed Forces Covenant and are honoured to have achieved the Gold Award in the Defence Employer Recognition Scheme (ERS) to coincide with this, we hold an Endorser Award for the Career Transition Partnership, recognising our commitment to veterans transitioning into civilian careers.

In our continued effort to promote social mobility, we invite applicants to voluntarily share their background information during the application stages to help us better understand the diverse experiences of our candidates. This is to ensure we are committed to improving social mobility. We use the Social Mobility Index to assess and enhance opportunities for individuals from diverse backgrounds. These questions are optional and will not impact your ability to apply.

How to apply:

Simply complete our expression of interest form by [clicking here](#) and a member of the team will be in touch to guide you through the next steps.