



Resident Advisor

£29,919 per annum

Full Time (35 Hours)

Hybrid with office in Darlington

Permanent

Closing date: Sunday 9 August 2026



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Permanent contract
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Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

The role

We're looking for an enthusiastic, customer-focused Resident Advisor to join our Resident Hub Team. This is an opportunity to play a vital role in delivering outstanding services to our residents while making a genuine difference to people's lives every day. As the first point of contact for residents, applicants, contractors and partners, you'll ensure every interaction is positive, professional and focused on finding the right solution.

No two days are the same. One moment you could be helping a resident report a repair, the next supporting someone through the process of applying for a home, responding to tenancy enquiries or providing advice and guidance over the phone, online or in person. You'll work across a range of services, helping residents access the support they need while ensuring enquiries are resolved quickly and efficiently.

Customer service is at the heart of this role. You'll be responsible for managing enquiries through a variety of channels, including telephone, email, social media, face-to-face contact and digital platforms. You'll take ownership of issues wherever possible, keeping residents informed and ensuring accurate records are maintained. You'll also support the delivery of repairs by diagnosing issues through effective questioning, arranging appropriate contractor appointments and helping us achieve excellent outcomes for residents.

Alongside resident enquiries, you'll support housing applications and waiting list administration, ensuring applications are processed accurately and in line with our policies. You'll also provide administrative support to colleagues across housing and property services, helping to deliver an efficient, seamless experience for residents.

We're looking for someone who genuinely enjoys helping people and takes pride in delivering excellent customer service. You'll be a confident communicator with strong listening and problem-solving skills, able to remain calm and professional when dealing with challenging situations. You'll be well organised, comfortable using IT systems and committed to maintaining accurate records and delivering high-quality outcomes.

Experience in customer service, contact centres, housing, repairs administration or a similar resident-facing environment would be beneficial. More importantly, we're looking for someone who shares our values, is passionate about creating great resident experiences and wants to contribute to an organisation that puts people at the heart of everything it does.

In return, you'll join a supportive and inclusive organisation with a strong social purpose and a proud history of serving communities. You'll have opportunities to learn, develop and grow your career while working with colleagues who are passionate about making a positive difference. If you're looking for a role where you can build relationships, solve problems and help people feel at home, we'd love to hear from you.

To apply for this exciting opportunity, please send your CV and a covering letter setting out why you're the perfect candidate to recruitment@railwayha.co.uk by 5pm on Sunday 9 August 2026.

If you'd like to have a chat about this opportunity, please email recruitment@railwayha.co.uk and one of our colleagues will be delighted to chat to you.

The initial assessments for this role will take place week commencing 17 August 2026, with final interviews week commencing 24 August 2026.

Role Description



Role Title: Resident Advisor

Responsible to: Resident Hub Team Leader

Responsible for: No line management responsibilities

About Railway

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Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

Role Summary

To deliver an exceptional, high performing resident-focussed service, responding to and resolving queries at the first point of contact. To respond to enquiries from residents and partners in an omni-channel approach, including telephone, written, face to face, social media, email and other digital platforms. To respond to requests for responsive repairs from residents and colleagues, focussing on the correct diagnosis, and allocating work to contractors in a timely manner. To support applicants with requests and applications to rent a Railway Housing Association home and to administer the waiting list in line with the allocations and lettings policy. To provide wider administrative support to the Property, Community Housing and Resident Hub and Voice Teams

Key Responsibilities and Accountabilities

Strategy and Policy

- Support the design, implementation and review of strategies, policies and procedures relevant to the wider resident experience

Housing Advice and Management

- To respond to enquiries and provide accurate housing advice to applicants interested in renting a Railway Housing Association home
- To respond to enquiries relating to tenancy and neighbourhood management, resolving where possible and escalating where required
- Process applications for rehousing and prioritise applications in line with the Association's allocations and lettings approach
- Carry out reviews of the housing waiting list to ensure data is accurate and up to date
- Take payments and support residents with low level advice around rent accounts
- Support the wider Community Housing Service with administrative and resident service support

Repairs

- To respond to queries from residents, colleagues and partners regarding requests for responsive repairs to homes, signposting to the right organisation if the issue isn't within Railway Housing Association's responsibility
- Effectively diagnose repairs using questioning and listening skills to improve the Association's first time fix rate and value for money approach
- Ensure that the repairs IT systems are updated with accurate information and data relating to resident enquiries
- Support the wider Property Team with administrative and resident service support

Resident Service

- Receive and respond to all enquiries at the first point of contact in an omni-channel approach to deliver an outstanding experience to residents
- Update all appropriate IT systems and records for every interaction to ensure that data is accurate and robust
- Support the Association's approach to resident satisfaction by encouraging resident feedback
- Accurately record and escalate complaints

Health and Safety

- Support a culture of health and safety throughout the Association, ensuring that feedback and concerns are actively encouraged and acted upon
- Take responsibility and ownership for following policies, procedures, systems, devices and practices to ensure your safety and the safety of colleagues and residents
- Take responsibility for ensuring that emergency repairs are immediately allocated to the appropriate contractor to ensure resident safety and escalate any concerns quickly

Finance, Risk and Performance Management

- Support a culture of value for money, including working collaboratively across the organisation to deliver value for residents
- Responsibility for achieving key performance and satisfaction targets

The must haves:

Skills and Abilities

- A strong resident focus, delivering services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

Personal Attributes

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

Experience and Knowledge

- Experience of the delivery of high performing, excellent customer service and experiences
- A track record of achieving performance results
- Effective use of IT systems and record keeping