

# Gentoo – Supporting customers in their homes and communities



## Housing & Customer Support

### The people who help customers day-to-day

These roles help customers manage their homes, rent, and any issues in their neighbourhood.

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**A Neighbourhood Support Assistant** helps make sure people in a community get good housing services and support. They work with Neighbourhood Coordinators to be friendly and helpful, making it easy for people to ask for help and solve problems. They also support the local community so everyone can live comfortably and safely.

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**A Neighbourhood Coordinator** helps people in their community by making sure they get the best support with their homes. They help look after neighbourhoods, solve problems, and make sure everyone feels safe, cared for, and happy where they live.

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**A Customer Services Assistant** in social housing helps people by being friendly and helpful when they ask questions or need support. They make sure everyone, both customers and their team, gets a great service and finds it easy to get the help they need.

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**A Money Matters Support Coordinator** helps people learn how to manage their money better. They show people ways to save money, reduce their bills, deal with debts, and make the most of the money they have. Their aim is to help people keep their homes and feel more confident about their finances.

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## Repairs & Maintenance (Trades)

### The people who visit homes and fix things

These roles carry out repairs and keep homes safe, working directly in customers' homes.

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**An Electrician** helps fix and look after anything that uses electricity in homes and buildings. They repair faults, check that everything is safe, and install things like lights, plugs, and wiring so people can use electricity safely every day.

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**A Plumber** helps take care of water systems in homes and buildings. They fix things like taps, toilets, and pipes, and make sure water can flow properly for washing, cooking, and heating. They also repair problems to keep everything working safely.

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**A Joiner** works with wood to build, fix, and look after things in homes and buildings. They make and repair things like doors, kitchens, and roofs, helping keep homes strong, safe, and looking good.

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**A Gas Engineer** works with gas systems in homes and buildings. They install, fix, and check things like boilers, cookers, and heating systems to make sure they are safe and working properly.

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**A Bricklayer** builds and fixes walls, paths, and other parts of buildings using bricks, concrete, and stones. They repair damaged brickwork, help keep homes strong and safe, and build things like walls, driveways, and patios.

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**A Plasterer** helps make walls and ceilings smooth and neat. They cover surfaces with materials to make them strong and ready for painting or decorating. They also fix damaged areas and can add tiles or special finishes to keep homes looking nice and protected.

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**A General Maintenance Worker** helps keep homes and buildings in good condition. They support other trades by helping with repairs, carrying materials, and fixing small problems. They might clear blocked gutters, tidy up spaces, and remove rubbish or old furniture. They also help move and deliver tools and materials, making sure everything is clean, safe, and ready for use.

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**An Estate Operative** helps to keep outdoor areas clean, safe, and looking nice. They take care of grass by cutting it, trim hedges and bushes, and look after plants. They also remove weeds, clear away leaves, pick up litter, and make sure the area stays tidy for people who live there or visit.

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## Building & Investment

### The people who improve homes and build new ones

These roles plan improvements, manage large repairs, and help build new homes.

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**A Customer Experience Coordinator** helps make sure people get great service when work is being planned or carried out on their homes. They support customers, listen to their needs, and make sure everything is done in a friendly and helpful way so people feel happy and cared for.

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**A Building Surveyor** helps plan and design work on homes and buildings. They draw plans, decide what materials are needed, and make sure everything is ready before work starts. They also check that the work is done properly, is good quality, and stays within budget, helping make buildings safe and well looked after.

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**A Project Manager** helps organise and lead projects, making sure everything gets done on time and the right way. They plan what needs to happen, work with different people, and check that the work stays on track, is safe, and meets everyone's needs.

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**A Stock Condition & Energy Surveyor** checks homes to see what condition they are in and how energy efficient they are. They look for any problems that could make a home unsafe or not as good as it should be, and help plan improvements to make homes safer, warmer, and better to live in.

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**A Quantity Surveyor** helps make sure building projects don't cost too much money. They plan how much things should cost, keep track of spending, and make sure money is used wisely. They also check that projects are well planned and run smoothly, helping make sure new homes are built properly and on budget.

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**A Site Manager** is in charge of making sure a building project runs well. They make sure the work is done safely, is good quality, and is finished on time. They also keep track of money and make sure everyone working on the site does a good job, so customers are happy with their new homes.

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## Customer Experience & Support Services

### The people behind the scenes helping services run smoothly

These teams make it easier for customers to get help and improve services based on feedback.

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**A Health and Safety Advisor** helps make sure everyone at work stays safe. They give advice to workers about how to do their jobs safely and follow the rules. They also help build a culture where people care about safety, making sure everyone looks after themselves and others.

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**A Fire Risk Assessor** helps keep people safe from fires. They visit homes, buildings, and workplaces to look for anything that could cause a fire or make it unsafe. They give advice on how to prevent fires and make sure everyone follows safety rules. They also work with others to make sure buildings are as safe as possible and that everyone knows what to do in an emergency.

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**A Service Desk Technician** helps people when they have problems with computers or technology. They listen carefully, fix issues, and give advice so everything works properly. They help make sure computers and systems are always ready to use and running smoothly.

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**A System Owner** helps look after important computer systems used by a company. They make sure the systems are working well, kept up to date, and improved when needed. They also work with different people to make sure the systems help everyone do their jobs properly.

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**A Legal Assistant** in social housing helps make sure people follow the rules of their tenancy (their agreement for living in a home). If someone breaks these rules, they help take the right steps to sort out the problem and keep homes and communities fair and safe for everyone.

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**A Payroll Advisor** makes sure workers are paid the right amount and on time. They also help manage things like pensions (money saved for the future) and follow important rules, so everything is done correctly and fairly.

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**A Senior Accountant** helps manage the organisation's money and keeps track of how much is being spent and saved. They prepare reports at the end of each month and year, give advice about money, and help others make good financial decisions.

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**A Procurement Partner** helps the organisation buy the things it needs, like materials or services, in a smart and efficient way. They make sure the right products are chosen, at a good price, and that everything runs smoothly so others can do their jobs well.

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**A Communications Business Partner** helps share important information in a clear and friendly way. They make sure the organisation's messages look and sound right, and help different teams communicate well so everyone understands what's happening.

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**A Customer Voice Partner** listens to what customers think and feel, especially when they have complaints. They help sort out problems and work with different teams to find solutions. They also make sure customers' ideas and opinions are heard, so services can improve and better meet people's needs.

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**A Learning and Development Business Partner** helps people learn new skills and improve at their jobs. They create training and learning activities, deliver them, and check how helpful they are. Their goal is to help people grow and succeed at work.

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**A HR Business Partner** helps look after the people who work in an organisation. They work closely with teams to make sure everyone is supported, treated fairly, and able to do their jobs well. They also help plan ways to improve work and make sure everything matches the organisation's values and goals.

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**A Customer Support Assistant** in a contact centre helps people when they call or message for help. They listen to questions, give answers, and make sure customers get the support they need in a friendly and helpful way.

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**A Business Services Assistant** helps keep things running smoothly in an organisation. They do jobs like organising paperwork, contacting customers, and working with other team members. They make sure people get the help they need and everything is well organised.

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**A Planner** helps organise jobs for workers, like repair teams, by deciding what work needs to be done and when. They make sure jobs are given out in the best order so everything gets done quickly and customers are helped as soon as possible.