**Telecare Operator:       Full Time and Part Time positions available**

**Location:                       Hybrid – Elgin / Edinburgh / Glasgow**

**Remuneration:              Probation rate: £26,175.**

**On completion of successful probation: £27,484 (per annum)**

**Hours:                           5 days on / 5 days off work pattern (full time and part time positions available)**

**Closing Date:                Wednesday 22nd October 2025 at 23:59pm**

Hanover has been supporting people in Scotland for over 40 years. We aim to provide desirable homes, happy customers and be a resilient organisation.

**About the Role**

Hanover Connect operates a control room of dedicated Telecare Operators who support Hanover’s customers nationwide.

At Hanover, some of our customers need help to feel safe and secure at home.  Our Telecare Operators are vital in providing this critical service.

Our customers are nationwide and as the voice of Hanover you will be taking inbound alarm calls, determining the reason for a call, and coordinating vital activities to ensure the safety and wellbeing of our customers. You will also be dealing and providing an Out of hours Repairs Service for Hanover and External Customers.

Every call is different as our Contact Centre operates 365 days a year, 24 hours a day and you will discover a real variety of customer situations meaning that each day brings something new.

**About You**

As this is a hybrid role, you must be able to work from home and in the office in either our Edinburgh, Elgin or Glasgow bases. Due to the critical nature of the role, a strong and stable internet connection is contractually required to perform this role.

* To join us, you need to have a genuine passion for providing care and help to people.
* Resilient, proactive, and self-confident.
* Strong, clear and effective communication skills
* Ability to input information whilst listening to calls
* Unwavering patience and understanding.
* Ability to empathise with and comfortably build rapport with a varied customer base and keep calm under pressure.
* Flexible and adaptable, open to change and new ways of working
* Must hold the right to live and work in the UK without sponsorship.

Please note that a full background check and pre-employment checks will be conducted where an offer of employment is made.

**Benefits**

* Competitive salary and pension options
* Access to our Hanover Perks platform with access high street, supermarket and fuel card discounts
* Employee Heath and Well Being Support Service
* Family Friendly Policies
* Cycle to Work Scheme
* Tech Scheme

Interviews (via Microsoft Teams) will be held on the week commencing 27th October 2025.

Interview will provide an opportunity to assess important requirements and ultimately, your suitability for the role. We look forward to hopefully meeting you soon.

*Hanover is an equal opportunity and disability confident employer.*

*Hanover (Scotland) Housing Association Ltd*

*Scottish Charity no: SC 014738*