

Job Description

JOB TITLE:	Property Repairs Data Coordinator
GRADE:	7
REPORTING TO:	Property Repairs Services Manager
RESONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

- To ensure that believe Property Repairs Support Team delivers a flagship service that is great, consistent and modern to both internal and external stakeholders. Providing a high performing support function for customers and team members and effectively maintaining and keeping accurate records whilst bringing to life the vision and values of the organisation.
- The Data Coordinator will play a key role in developing and delivering a first class, responsive service that supports internal teams. The role will focus on producing and summarising property repairs and customer data that will shape and influence service delivery across Property Repairs.

MAIN DUTIES & RESPONSIBILITIES

The points below are a summary of your main duties and responsibilities.

- Develop, understand and support data analysis to provide clear, effective support and recommendations based on findings and trend data which influence service delivery and decision making within the organisation.
- Work closely with the performance and data intelligence analyst to produce reports, metrics and analytical data to colleagues within property repairs to help inform service delivery.
- Develop great relationships including holding regular information gathering and coaching sessions with colleagues within the directorate to understand service delivery, aspirations for performance and productivity whilst ensuring analysed data supports service needs.
- Ensure that timely and meaningful, user friendly, performance and monitoring analysis and data is given to commissioning service areas in an impactful and innovative reporting format that meets needs and business requirements.

- Work with commissioning service to understand how data, analysis and findings, make decisions on future delivery of detail to ensure that services are empowered to actively shape service delivery following customer engagement.
- Take responsibility for problem solving and the creation of solutions that consider the individual needs of the commissioning service
- Responsible for productivity and performance and yourself and your team ensuring the day-to-day support tasks are carried out.
- Understand and deliver outputs to ensure business metrics, operational KPIs and targets are achieved.
- Providing an effective service for the coordination of meetings, support and minute taking of team meetings to ensure they run smoothly, and actions are monitored and completed.
- Responsible for problem solving and prioritisation of work whilst balancing customer need, risk, availability of resources.
- Working collaboratively with colleagues across the business to ensure that Property Repairs is seen as an innovative, modern and forward-thinking directorate.
- Do the right thing for Our People, Our Business and Our Customers.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with believe housing confidentiality and information security policies at all times. Understand and take action to protect the companies systems from a cyber security threat or attack and report any cyber security incident to the Technology team as soon as possible.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

Person Specification

Experience, Skills and Qualifications

- Educated to GCSE standard, A-C or equivalent, particularly in English and Maths
- Preferably with a Level 3 qualification in a relevant field and/or relevant experience
- Experience of working in data reporting or analytics
- Experience of producing timely and correct data for use in monitoring
- Experience of understanding data and analysing data to produce clear and effective data sheets and reports that communicate messages in an effective manner
- Experience of working with others to deliver collaborative opportunities
- Hard working with strong attention to detail and well organised
- Preferably with experience of critical thinking and decision making with the confidence to challenge the ordinary
- Excellent communication skills with an ability to establish and maintain a high degree of confidentiality, respect, trust and credibility
- Knowledge and understanding of data monitoring techniques including data presentation and analytics
- Excellent data presentation and analytical skills with an ability to quickly understand and interpret data
- Ability to effectively manage and develop key relationships with internal partners
- Ability to manage own workload, prioritise whilst managing tasks and time effectively
- Ability to try new techniques and practices whilst challenging current delivery and improving overall service activity
- Exceptional IT skills, in particular when using spreadsheets and manipulating large amounts of data
- Preferably with knowledge and understanding of social housing