

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Property Coordinator [Repairs]</b>
<b>GRADE:</b>	<b>6A (SCP 13 – 15)</b>
<b>REPORTING TO:</b>	<b>Repairs and Property Experience Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>This role does not have any direct reports</b>

### **ROLE SUMMARY**

In conjunction with Senior Managers and Team Leads, ensure that believe Property Repairs Team is developed as a flagship service that is great, consistent and modern. Provide co-ordination, expertise and guidance on a range of property repairs and scoping of empty properties to deliver a high-quality service whilst balancing cost, quality and risk.

### **MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

### **DELIVERY**

1. To co-ordinate and provide technical building expertise and advice across the Property Repairs Team to maintain the quality of the organisation's housing portfolio.
2. To undertake surveys of the organisation's housing stock including analysing the condition of existing buildings in respect to building defects and structural issues and recommend the most effective remedial actions whilst optimising performance, cost and risk.
3. To co-ordinate and investigate disrepair claims in line with the Landlord and Tenant Act in particular, Homes (Fitness for Human Habitation) Act and provide guidance on the correct course of action, including damp, neglect, ventilation, unsafe layout etc.
4. To prepare and request detailed reports where needed to provide guidance to Property Repairs Senior Managers and Team Leaders to make informed decisions.
5. To deliver the requirements of the Rechargeable Repairs Policy and accompanying procedures in respect of major/ complex works and accurately pricing repairs using Schedule of Rates.
6. Ensure compliance with Health & Safety legislation and regulations are managed and monitored within day to day operations, whilst contributing to a holistic culture of safety across the directorate.
7. To deliver a high-quality service delivery to internal and external stakeholders whilst providing excellent lines of communication between managers, team leads and the trade workforce.

8. To have a good understanding and provide advice on energy efficiency, environmental impact and sustainable construction to the wider team, ensuring that where possible business decisions and operational delivery responds to external challenges facing the industry.
9. Contributes to the effective administration of the team including collation and approval of certification or guarantees, maintenance of manual and electronic databases and record keeping.
10. Act as a professional and positive role model for all staff within the organisation, demonstrating a can-do attitude in line with the organisation's vision and values.
11. To promote the customer's voice and ensure that it is the golden thread within all decisions and actions relating to the Property Repairs experience
12. To achieve a consistent balance between finance, resource, quality and timescales for work to be delivered.
13. To resolve complaint and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
14. Working collaboratively with colleagues to ensure that the Property Repairs Team is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
15. To utilise data and management information to shape Property Repairs service delivery.
16. Do the right thing for Our People, Our Business and Our Customers.

### **PERFORMANCE MEASURES**

- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the H&S Policy
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours

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 HNC level or equivalent and / or professionally qualified in construction/ surveying or a related discipline and / or the ability to demonstrate relevant experience
- Sound technical and property repairs knowledge
- Demonstrate a thorough understanding and application of the management of Health and Safety
- Experience of delivering front line services to customers in a challenging commercial environment
- Good understanding of the organisations business activities
- The ability to analyse problems in order to identify solutions
- Effective use of repairs ICT as well as other IT and media as appropriate
- Able to prioritise to achieve realistic targets, costs and time deadlines
- Interpersonal skills of listening, relationship management and influencing in addition to good presentation skills
- Considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- Flexible and adaptable to the diverse needs of the organisation
- A skilled influencer and negotiator able to communicate effectively with internal and external stakeholders
- Good report writing skills