JOB DESCRIPTION

JOB TITLE:	**Property Coordinator [Major Repairs]**
GRADE:	**6A (SCP 13 – 15)**
REPORTING TO:	**Major Repairs Team Leader**
RESPONSIBLE FOR:	**This role does not have any direct reports**

ROLE SUMMARY

The Property Coordinator supports the effective delivery of the Major Repairs service. The Major Repairs Team deals with damp, mould and condensation (DMC), Awaab's Law cases and complex repairs. Working with Senior Managers and Team Leads, the role provides co-ordination, expertise and guidance across a range of property repairs and surveys in customers' homes, helping to deliver a high-quality service while balancing cost, quality and risk.

MAIN DUTIES & RESPONSIBILITIES

Property Repairs Co-ordinators will work with Managers and Team Leads to provide co-ordination and guidance on surveys and remedial works. This includes scoping, monitoring and post-completion inspections to ensure work is delivered as planned and in line with believe housing's specifications. They will consider individual customer needs and provide effective support throughout complex damp works, including packages requiring several trades over multiple days in a customer's home.

DELIVERY

1. Take responsibility for meeting legal and regulatory requirements when handling reports of significant or emergency hazards.
2. Triage reports, assess the hazard, level of risk and priority, and ensure investigations are completed within statutory timescales.
3. Track each case from the initial report through investigation, safety works and final completion, monitoring all relevant deadlines.
4. Challenge, escalate or coordinate action across teams where deadlines may be missed or customers may remain at risk.
5. Ensure customers receive clear updates and written investigation summaries within the required timescales.

6. Maintain accurate compliance records covering reports, inspections, decisions, customer contact, access attempts and completed work.

7. Take account of customer safety, household circumstances and vulnerabilities when assessing risk and deciding the appropriate response.

8. Coordinate action across repairs teams, surveyors, contractors and other services to secure a timely and effective outcome.

9. Provide technical advice to trade operatives and respond to any queries.

10. Provide on-site support during investigations and works, complete post-work inspections and sign-offs, and coordinate works required for customer decants.

11. Monitor repeat cases and ensure work addresses the underlying cause, rather than only treating the immediate problem.

12. Provide managers with accurate compliance reporting and assurance on case progress, statutory deadlines and completed actions.

PERFORMANCE MEASURES

- Operational KPIs
- Customer satisfaction targets
- Compliance with legislative and regulatory standards
- Compliance with Awaab's Law requirements
- Adherence to the Health and Safety 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.

- Must have compliance experience to help deliver the relevant statutory and regulatory obligations.
- Sound technical and property repairs knowledge, including housing hazards, relevant legislation and regulatory compliance.
- Demonstrates a thorough understanding and practical application of Health and Safety management.
- Experience of delivering front-line services to customers in a challenging commercial environment.
- Good understanding of the organisation's business activities.
- Ability to assess hazards, analyse risk and identify practical solutions and priorities.
- Effective use of repairs ICT and other appropriate IT and media.
- Able to prioritise work to meet statutory deadlines, realistic targets and cost requirements.
- Strong listening, relationship management, influencing and presentation skills.
- Considers the impact of business decisions on the Property Repairs Team and the wider organisation.
- Flexible and adaptable to the diverse needs of the organisation.
- A skilled influencer and negotiator who can communicate effectively with internal and external stakeholders.
- Good report writing skills, with the ability to produce clear compliance records and management assurance.