

JOB PROFILE

Post: Housing Management Coordinator

Responsible to: Housing Co-operative Manager

Salary: £28,000 per annum

Hours: 35 hours per week

Summary:

OBJECTIVES OF THE POST: To provide a high quality customer focused housing management service to the residents of Carey Gardens Estate with a particular emphasis on repairs service delivery and health & safety compliance. As a small-sized organisation, we offer a focused and collaborative environment where employees contribute to the overall success of our financial and operational goals.

RESPONSIBLE FOR: To provide administrative support across the Housing Co-operative office. Assisting the Co-operative Manager in provision of day-to-day housing management services by delivering a proactive response to resident and leaseholder enquiries; giving advice and information on a wide range of housing matters including repairs and maintenance; utilising the organisations computerised systems and other IT systems as appropriate. You'll be responsible for coordinating casework, liaising with various internal & external bodies, and making sure urgent issues are resolved quickly and effectively.

Specific tasks and responsibilities:

- Provides the main point of local contact with tenants and leaseholders by receiving and acting promptly upon tenants and leaseholders queries; referring cases onto the appropriate colleague when appropriate.
- In conjunction with the Housing Officer, to be responsible for the care and appearance of the estate and the amenities, taking appropriate action as necessary.
- To assist with the day to day management and routine repair of dwellings across the estate. Responsible for liaison with residents, contractors and other interested parties in various aspects of routine repair and maintenance cases, delivering general advice and instructions to address such matters.
- Issues orders for routine repair work in accordance with company procedures including occasional pre and post inspections.
Allocating jobs to contractors to dispatch the best-placed operatives with the right skills for a first-time repair, to ensure effective resource utilisation.

- Monitoring and planning job allocation to ensure that all emergency and planned repairs are carried out as per service agreements and within priority target times. Arranging and confirming follow-on appointments with customers where jobs require more than one visit to complete.
- Deals with residents, members of the public, contractors, outside agencies, and other stakeholders both verbally and in writing.
- Responsible for prioritising own workload and monitoring specific targets and deadlines, to ensure good service provision.
- Responsible for logging, recording and coordinating response to all correspondence as applicable, within priority target times.
- Prepares reports as instructed by manager for submission to internal/external agencies in respect of investigations for insurance purposes, disrepair cases or other management matters.
- Responsible for coordinating and overseeing community outreach initiatives including promoting and assisting in organising community engagement events, dealing with funding applications and liaising with service providers, as required.
- Maintains close liaison with the sheltered housing officers of Carey Gardens sheltered scheme as well as other relevant stakeholders on housing matters.
- Demonstrating imagination, initiative, problem-solving skills, and the ability to work in a pressurised environment. This includes identifying repeated service problems, collaborating on solutions, and assisting with implementation of changes.
- Keeping up-to-date with services provided and organisational policy and legal changes to ensure accurate information is provided to customers.
- Remain conversant with current legislation relating to general housing management matters, incorporating changes as they occur, imparting the information to tenants and leaseholders as required.
- Remains conversant with information technology. Inputs up to date details on the computer system maintaining accuracy. Uses system to retrieve and update records and access relevant information.
- Remain conversant with legislation in relation to child protection and safeguarding children and young people as applicable to your role. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role and understanding of safeguarding responsibilities involved in partner working.
- Perform any other tasks and attend training, consistent with the role as instructed by the Co-op Manager.
- To comply with all policies and procedures of Carey Gardens Co-operative and its Equal Opportunity Policies.
- Attends occasional meetings outside of normal working hours as appropriate.

This job description is written in the form used for grading posts. It is not intended to be exhaustive or final statement of the duties required of any post holder.



Person Specification

Housing Management Coordinator

The ideal candidate for Housing Management Coordinator will be a highly organised and customer-focused individual with a passion for delivering excellent service in Housing. You will possess excellent customer service skills, focused on ensuring residents receive a high-quality service and feel supported, business operations run effectively, legal obligations are met, and repairs are handled efficiently.

EXPERIENCE

Essential:

- Experience of working with the public
- Experience demonstrating competency in the everyday use of Maths & English
- Experience of using a computer, in-house systems and competence using Microsoft Office.

Desirable:

- Experience working in a busy environment dealing with multiple enquiry streams, and liaising between different departments.
- Experience dealing with external contractors or other external stakeholders.
- Experience working in housing/property management, with knowledge of housing management systems.

EDUCATION

- GCSE pass A-C or equivalent grade in Maths and English (Essential)
- Qualification/Certificate in Housing or Business management. (desirable)

JOB KNOWLEDGE

- Knowledge of the relevant housing related legislations with particular emphasis on the Housing Acts.
- Must demonstrate a basic understanding of repairs and property maintenance, building safety act 2022 and relevant health & safety regulations i.e. (HHSRS).
- An understanding of the skills involved in dealing with people in difficult situations.

SKILLS AND ABILITIES

- An ability to communicate clearly and effectively at all levels, in writing and orally.
- Possess good organisational and administrative skills.
- Excellent analytical and problem solving skills.
- The ability to use own initiative, organise your workload and meet deadlines.
- Ability to cope under pressure and in stressful situations.

ATTITUDE

- A commitment to providing a high level of service to our tenants and leaseholders
- A flexible approach and the ability to work proactively, as part of a team

EQUAL OPPORTUNITIES

- An informed understanding of equal opportunities and race policy, with a commitment to their promotion.

PRACTICAL REQUIREMENTS

- Current Enhanced Disclosure and Barring Service (DBS) Clearance.
- The applicant will be required to attend evening meetings and or other events outside of usual working hours, as directed by the Cooperative Manager from time to time.