

Rykneld Homes Ltd.

Job Description

Division: Property Services

Post: Co-ordinator

Post Number: RH419

Responsible To: Senior Co-ordinator

Subordinates: None

Key Accountabilities

- To provide effective and efficient support to all property services teams including Repairs, Voids, Compliance & Capital Investment teams, assisting the Managers, Supervisors and Operatives in all office-based tasks.
 - Assisting with the scheduling of work and ensuring people and resources are co-ordinated to provide a seamless service offer to our customers.
 - To contact customers to book appointments, liaise on arrangements for any materials to be delivered to the property prior to works, discuss any changes or rebook cancelled appointments.
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Main Duties and Responsibilities

- To make optimum use of the systems and technologies available to benefit our customers and team members.
- To be responsible for data integrity by ensuring the system is updated accurately and promptly with all actions, outcomes and communications.
- To interrogate the system data by using any standard reports to eliminate the risk of any errors.
- To assist the Teams in ensuring productivity within the workforce and monitoring available time within trade operative scheduler.
- Assist in progressing works in hard to access properties by telephone and written contact with customers.
- Working closely with colleagues in CAST [contact centre] to support effective resource planning and responding in fluctuations of demand or changes required due to accommodating emergency works.

- To attach any useful photographs or scanned documents to the records within our Housing IT System.
- To use a common-sense approach, raising any concerns or seeking clarity from the Supervisors or Managers when identifying poor service to a customer.
- Support achieving a right first-time repairs service for customers, using logic and reducing the number of visits made to a property by effective use of resources and scheduling.
- Provide administrative support for the service including producing agendas, minutes, attendance lists and any other documentation for toolbox talks.
- To support all teams within Property Services covering planned or unexpected absences.
- To undertake any other duties and responsibilities as required from time to time commensurate with the grade of the post.

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills and Experience</u>		
<ul style="list-style-type: none"> • Highly computer literate with experience of Microsoft office programmes and confidence in learning bespoke in-house systems. • Excellent communication skills both verbal and written • Experience of working in a busy environment to tight deadlines • Able to work under pressure, responding flexibly and to tight deadlines • Able to interpret and follow complex procedures and policy • A tenacious approach to resolving issues • Excellent customer service skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<u>Qualifications</u>		
<ul style="list-style-type: none"> • GCSEs or equivalent • Competent levels of literacy and numeracy needed to deliver the requirements of the role • Advanced IT skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.