

Agency Services Coordinator



Role Overview

Providing support to a variety of external partners operating in the provision of support services to Your Housing Group residents.

Provide excellent customer service and maximise performance, ensuring all activity supports the achievement of the Groups vision, and is reflective of the needs and aspirations of our supported housing customers

RESPONSIBILITIES

- Deliver high quality customer services to both internal and external stakeholders.
- Work with managing agents to enable them to meet the requirements of contracted services, and national service standards.
- Ensure income is maximised and costs are controlled in relation to Agency Managed Services income and expenditure.
- Work with the rent and service charge administration team to monitor rent and service charge setting, invoicing and payments from managing agents.
- Maintain successful relationships and partnerships, assisting all partner agencies to comply with the Performance Assessment Framework.
- Manage Anti Social Behaviour and breaches of tenancy through to legal proceedings
- Ensure key performance targets are met for your respective patch.
- Work flexibly to support other team members within Agency Managed Services and Your Housing Group
- Ensure compliance with relevant statutory legislation, regulatory requirements and contractual obligations, ensuring any risk to the Group is managed effectively.
- Assist the Agency Managed Team with any specific projects when required

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to liaise with and develop strong relationships with partners and stakeholders
- ✓ Work accurately with excellent attention to detail whilst working under daily pressure
- ✓ Good administration and organisational skills, with ability to prioritise a busy workload
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Good administrative, organisational, and planning skills with an ability to acquire knowledge and grasp new concepts quickly
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Proven track record of working in a similar environment
- ✓ Knowledge of legislation in respect of statutory compliance issues and housing management
- ✓ Experience in dealing with difficult customers, some of whom may be demanding/vulnerable.
- ✓ Working knowledge of service level and management agreements
- ✓ GCSE Maths and English (or equivalent)
- ✓ Ability to use a range of IT packages and work accurately with figures

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Housing Related Qualification
- ✓ An understanding of the challenges currently facing the housing sector
- ✓ Social Housing experience