

ROLE PROFILE

Empty Homes Co-ordinator



Role Overview

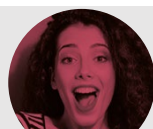
Working in a team of Empty Homes Co-ordinators responsible for the efficient and effective coordination of the Empty Homes support function.

Engaging in a customer focused culture within the team and providing exceptional levels of information, data, guidance and support throughout the Empty Homes process.

RESPONSIBILITIES

- Liaise with the Empty Homes Contract Supervisors to manage work plans, define skills, engage with resources and managers to develop and manage safe, effective and efficient work control plans.
- Ensure that key activities such as isolation of gas supply, asbestos surveys, line searches etc are completed within SLA, in line with legislation and YHG policy and process.
- Compile and issue Health & Safety packs for the inhouse teams and external contractors to allow work to commence safely.
- Provide liaison between internal customers and operational teams for progress reports and updates with regard to empty homes in a professional and timely manner.
- Update and manage data entry into scheduling, job management, financial and Microsoft systems.
- Work with other Co – Ordinator’s to ensure the best utilisation of available resources.
- Ensure customer/client communication regarding scheduled or appointed ongoing work.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

Creating more places for people to thrive and be recognised as a sector leading landlord

- Work closely with the supervisors/ contracts managers regarding operational staff levels required to meet the peaks and troughs
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- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to work alone and organise workload accordingly, and work collaboratively as part of a team
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of in-house computer systems, FLS, Orchard and Accuserve
- ✓ Proven experience of working in a challenging environment
- ✓ Role specific Requirement Knowledge of role and Team working
- ✓ Experience across all aspects of void scheduling
- ✓ GCSE Maths and English (or equivalent) and Microsoft excel
- ✓ Role specific requirement – Following policies and SLA's.

BENEFICIAL TO THE ROLE

- ✓ Eg Full UK Driving License & use of a vehicle
- ✓ Previous scheduling knowledge
- ✓ Social Housing experience
- ✓ Previous experience in role
- ✓ Proven IT and literary skills
- ✓ Team player