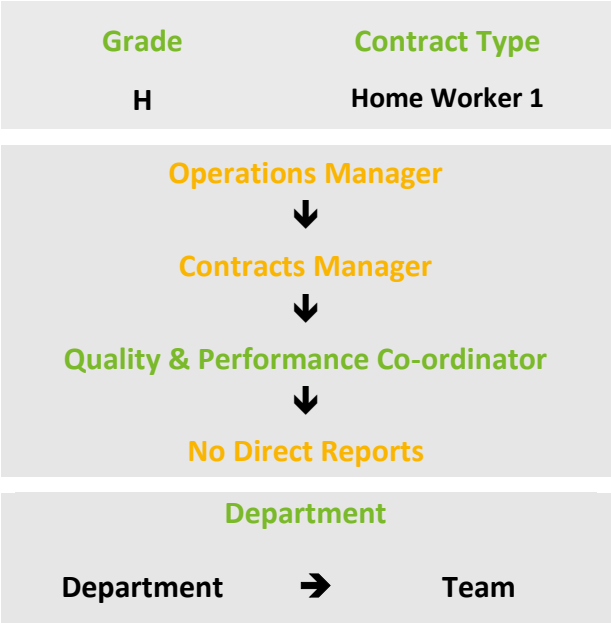


# Quality & Performance Co-ordinator



**Role Overview**

Delivery of a customer focused, accurate, timely and efficient service providing diagnosis and management of damp and mould related issues including liaison with colleague's contractors and stakeholders for Your Housing Group's domestic and commercial properties.

RESPONSIBILITIES

- Work with the Group's internal departments, inhouse and external contractors and third parties to ensure any operational difficulties are resolved efficiently and effectively.
- Work proactively to minimise complaints or disrepair cases in the first instance and liaise with the Complaints Resolution and Legal Disrepair Teams on any ongoing cases.
- Provide a customer contact service to customers ensuring KPI's are met and that the service meets the team's objectives and work plan.
- Assisting with the management and delivery of an efficient and effective Damp and Mould triaging service. This includes triaging reports of damp and mould, liaising with Building Surveyors, contract supervisors and generally colleagues across the business.
- Reviewing and analysing a suite of performance data for both the triaging team, Building Surveyors and operational delivery team
- Support the Building Surveyors with the effective management of contractors and suppliers, ensuring that repair & maintenance items are undertaken to the correct specification, the right quality on budget and within the required timescales
- Effectively manage risk, identify, and report any issues/breaches relation to health & safety and to actively promote a safe working environment for all
- Undertake additional duties appropriate to the role and/or grade.

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.

Through our passion for housing, more people have a safe place to call home

## STRENGTHS

- ✓ Ambitious, driven, enthusiastic with an appetite to develop & learn
- ✓ Self-motivated with excellent attention to detail
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Proficient in the use of IT systems
- ✓ Strong problem-solving skills with the ability to apply technical knowledge to resolve practical issues
- ✓ Ability to work autonomously with minimal supervision

## ESSENTIAL REQUIREMENTS

- ✓ Previous customer service experience
- ✓ An understanding of building defects, diagnosis and required corrective action
- ✓ Experience in using Microsoft word, excel and outlook
- ✓ Experience of monitoring and meeting set KPI's for set objectives

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Knowledge of using a case management system