

# Neighbourhood Coordinator

## Grade

H

## Contract Type

Homeworker 1

Head of Housing



Housing Manager



Neighbourhood Coordinator



No direct reports

Housing  
Management



Regional Housing  
Teams

## Role Overview

**Provide the highest standards of service to customers of YHG who live in our general needs' homes; via phone, email across the Northwest.**

**Delivering an efficient and effective administrative service in line with the Groups policies and procedures.**

## RESPONSIBILITIES

- Effectively deal with first and some second line enquiries from customers, and offer a right first-time service and resolution
- Develop a basic broad range of housing services knowledge, so that customers' can be given correct information, support, and advice, including sign posting to relevant services upon first contact
- Be responsible for the housekeeping and inputting of customer data on the relevant systems
- Maintain property management information, including updating of the housing system, website pages, spreadsheets, databases, standard letters etc.
- Coordinate MARAC listings and the retention of sensitive data for the regional teams
- Ensure safeguarding concerns are dealt with swiftly in accordance with our policy and procedure
- Complete triaging all complex customer enquires or case management through to the relevant regional teams and officers for face-to-face contact and resolution
- Obtain customer feedback on services delivered, collate data, and provide statistical information for the purpose of reporting performance
- Build and maintain positive working relationships with internal and external stakeholders, ensuring the achievement of statutory and operational objectives.
- 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

- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to build and maintain positive working relationships with internal and external stakeholders
- ✓ Excellent Customer Service Skills
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent IT skills with proficiency in Microsoft Office with the ability to work across multiple ICT systems
- ✓ Excellent relationship building skills

## ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)
- ✓ Aware of best practice in safeguarding adults and children
- ✓ Knowledge of the social housing sector
- ✓ Understanding of regulatory requirements and legislation within the housing sector

## BENEFICIAL TO THE ROLE

- ✓ (E.g. Full UK Driving License & use of a vehicle)
- ✓ Experience of working with customers in one-to-one situations

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