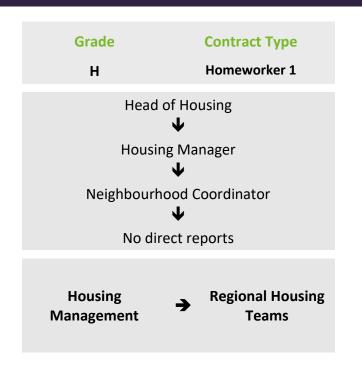


# **Neighbourhood Coordinator**



#### **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 swifty 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.



#### **STRENGTHS**

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

### **ESSENTIAL REQUIREMENTS**

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

## **BENEFICIAL TO THE ROLE**

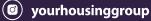
- (E.g. Full UK Driving License & use of a vehicle)
- Experience of working with customers in one-to-one situations





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YHGTV