

# Housing and Customer Services Coordinator

## Grade

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## Contract Type

Regional Worker

Head of Older Peoples Services

Service Manager - Older Peoples Services

Housing and Customer Services Manager - OPS

Housing and Customer Services Coordinator - OPS

## Department

Housing and Customer Services

Older Peoples Services

## Role Overview

Deliver strong, high quality, customer focused and proactive housing management and support services across sheltered housing schemes in your area.

Contribute to the delivery of services across the wider team to ensure excellent customer services are provided.

Subject to Enhanced Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Responsible for all allocations and lettings in line with procedures to meet void targets and maximise income, including attending local authority allocations panel meetings and liaison with key stakeholders and care teams, where required.
- Ensure the safety, wellbeing and safeguarding of customers is effectively managed, maintaining regular contact with customers, and ensuring all required actions are implemented, in line with procedures and achieving key performance indicators.
- Ensure the schemes in your area comply with health and safety legislation and good practice. Responsible for risk assessments, and reporting, recording and managing all incidents through to resolution, ensuring completion of all actions in line with procedures, and working collaboratively with other teams.
- Maintain a regular on-site presence at all schemes in your area, identifying any housing management or customer wellbeing concerns and resolving actions in line with procedures.
- Deliver key tenancy and housing management tasks, including but not limited to tenancy enforcement and investigating all ASB incidents through to resolution in line with procedures and achieving key performance indicators.
- Work with colleagues from asset management to deliver an efficient and effective service for customers and ensure repairs are monitored to conclusion and customers updated throughout.
- Ensure purchase orders and invoices are managed promptly and in line with procedures.

## Our values



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

- Maintain a positive climate for resident engagement, including arranging, promoting, supporting and leading at customer meetings, listening and responding to feedback in line with our customer values and business priorities, including responding to informal complaints within required timescales and procedures.
- Support the Housing and Customer Services Managers in the delivery of effective and efficient ways of working that complement the Group's objectives of Customer First. Support colleagues across the wider team as required.
- Promote effective partnership working with local authorities and care providers including assisting partner agencies to comply with performance monitoring requirements (where we hold the Supporting People contract). Deliver and document all service level agreement meetings with all third parties to ensure the safety and wellbeing of customers and the delivery of excellent services.
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Ability to build positive relationships with a diverse range of people
- Ability to work alone and organise workload accordingly, and work collaboratively as part of a team
- Excellent attention to detail
- Strong IT skills e.g. Microsoft Word and Excel
- Clear and articulate communication skills, both written & verbal
- Demonstrate resilience

## ESSENTIAL REQUIREMENTS

Knowledge of housing management legislation and housing/tenancy management principles

Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services

GCSE Maths and English (or equivalent)

Ability to travel easily between sites

Experience of delivering excellent customer service

## BENEFICIAL TO THE ROLE

Experience of delivering or managing Older People's Housing and/or services

Member of the Chartered Institute of Housing

@ yourhousinggroup.co.uk

@ YHGTv

@ your-housing-group

@ yourhousinggroup

(!) @yourhousing

@ @Your\_Housing

