



Job Description

Job title	Project Coordinator	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK9 (£29,931 per annum)
Location	Council Offices/Works Depot/Home Working	Contract	Permanent

Main Job Purpose

To manage the recurring, preventative maintenance or repair contracts, ensuring that they are completed on time, to budget, and to the satisfaction of residents or stakeholders.

The role focuses on ongoing contract management, ensuring compliance with agreements and providing support to internal teams.

You will be responsible for providing an excellent customer service to all stakeholders and carry out all administration duties associated with the role.

This role is not politically restricted.

Main Statement of Responsibilities

- Proactively work with our residents, contractors and internal teams to coordinate our cyclical contracts to ensure that all assets are maintained in strict accordance with policies and procedures.
- Tightly monitor our contractors and internal teams to ensure that works are completed on time, within budget and that they meet quality requirements, and any non-performance is addressed immediately.
- Ensure appointments are scheduled for carrying out servicing, repairs and maintenance activities in accordance with agreed contracts and policy requirements.
- Ensure accurate records are kept of all completed works, including job details, completion certificates, safety certification, invoices and other relevant paperwork.
- Provide excellent contract administration and record keeping including raising orders, processing variations, coordinating inspections and payment processes.
- Assist with the coordination, planning and attendance at meetings with contractors and residents.
- Maintain up to date, accurate records of contracts, amendments and change requests.
- Communicate with residents and stakeholders to provide updates on service requests and enquiries.
- Generate reports on contract performance and providing insights to decision making.
- Identify areas for improvement in contract processes and workflows.
- Preparing detailed work programmes aligned with budgets and schedules.
- Manage service level agreements and quotations.
- Ensuring compliance with health and safety legislation and environmental regulations.
- Support the Senior Project Officer and Planned Works Manager to produce cyclical contracts providing support for bidding and tendering processes.
- Providing guidance and support to internal teams on contracting processes.



- Support the development, implementation and management of any specific software that facilitates the efficiency of planning and scheduling of works.
- To be clear about related policies and procedures and performance targets and actively contribute to their achievement.
- To understand repairing responsibilities for the Council and residents.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

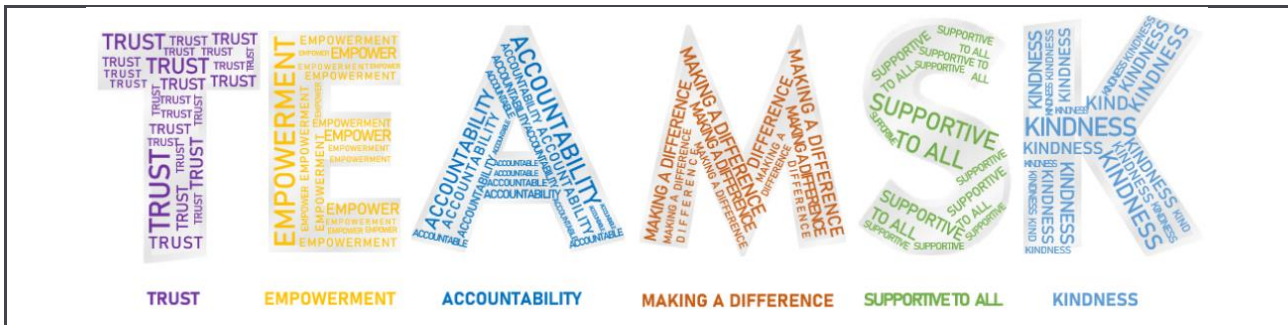
- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Manages time effectively
- I.T. literate (Microsoft Office)
- Effective customer care skills
- Maintenance of large computer-based information records
- Experience in a Customer Service Environment

Desirable

- Basic knowledge of housing stock management database format and use
- Basic knowledge of housing types and construction

Relevant Qualifications

Essential

- Good basic standard of education (minimum 4 GCSE's) including Maths and English or equivalent qualification, or appropriate previous experience in a similar role.

Communication and Interpersonal Skills

Essential

- Communicates clearly using straightforward language in different formats
- Accurate use and recording of data
- Ability to use initiative to resolve problems and customer enquiries
- Ability to adopt an ordered, systematic and thorough approach to work tasks and record-keeping
- Flexibility in terms of hours and duties
- Ability to work as part of a team

Desirable

- Willingness to undertake further training



SOUTH KESTIVEN
DISTRICT COUNCIL

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