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| **Role profile** |
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| **Job title: Maintenance Coordinator** |
| **Reports to:** Maintenance Officer |
| **Responsible for**: No staff report to this position |
| **OVERVIEW OF THE ORGANISATION AND ROLE**  Lambeth and Southwark Housing Association (LSHA) is committed to providing responsive, consistent, high quality housing services. The Association promotes and supports the security, rights and well-being of its diverse group of tenants and seeks to ensure active and meaningful tenant involvement at all levels.  As a Maintenance Coordinator your role will be varied. You will provide administrative support to the Maintenance Officer as well as having direct contact with tenants and contractors. You will also be required to support other housing colleagues including the Customer Services Officer covering the office telephones and taking calls/emails from tenants. |
| **OUR VALUES**  Our values are central to how we work:  ACCOUNTABILITY  We are open and transparent and work collaboratively taking both personal and collective ownership for delivering actions and results.  CREATIVITY  We embrace innovation and new ideas to help us achieve excellence. We are ambitious for our association.  CUSTOMER DRIVEN  We know our residents and we listen, consult, and engage with them to ensure they are at the heart of everything we do and feel empowered to lead the best lives they can.  OWNERSHIP  We ‘do the right thing’ for our customers and colleagues. When taking difficult actions, we are balanced, thoughtful and compassionate.  INCLUSIVE  We celebrate and draw strength from our differences. We build mutually beneficial long-term relationships and respect with our customers, staff, and other stakeholders. |
| **DUTIES AND KEY RESPONSIBILITIES**   1. Promoting, at all times, the work of LSHA in line with our vision, values and with achieving better Tenant Satisfaction Measures. 2. Answering telephone and email enquiries and monitoring corporate in boxes. 3. Ensuring that the online maintenance and repairs process and stages are accurate, and complete in line with housing management system policies and procedures. 4. Providing coordination and administrative support for planning and scheduling planned and reactive maintenance. 5. Coordinating a rolling programme of inspections and planned servicing in advance of compliance deadlines. 6. Ensuring all necessary remedial actions required through risk assessments or testing are tracked, actioned, completed, and recorded centrally. 7. On occasions, attending properties for pre and post void/repair inspections. 8. Supporting the Maintenance Officer and working with Housing Officers to ensure void properties are relet in a timely and efficient timeframe. 9. Maintaining data on our housing stock management programme. 10. Maintaining contractor records including insurance and contact details. 11. Keeping detailed, accurate and up to date compliance records including gas safety, fire safety and electrical testing in accordance with our policies and procedures. 12. Carrying out, collating and monitoring tenant satisfaction feedback maintenance and repairs undertaken as directed 13. Arranging and facilitating quarterly contract monitoring meetings with key suppliers and contractors as required. This will include collating feedback, complaints, taking minutes, sending out agendas and tracking complete/disputed/duplicate work orders to drive up Tenant Satisfaction. 14. Maintaining a variety of working documents on cost vs estimate of repairs for the purpose monitoring TSM Measures (Safety & Quality Standards) 15. Raising, progressing and closing all remedial works identified through inspections and compliance reports (i.e. Fire Risk Assessments) 16. Logging, monitoring progress, updating and closing off works on various key trackers including Damp and Mould and complaints and ensuring follow up communication with tenants is recorded to evidence that underlying issues have been resolved. 17. Working with the Maintenance Officer on specific and general maintenance projects as required.   **General**   1. Comply with LSHA’s organisational policies and code of conduct, and work within the ethos, values and aims of the association. . 2. Support colleagues with general administrative tasks, liaising with colleagues from time to time for example processing tenant files, correspondence and other relevant tasks. 3. Undertaking other duties as necessary and as directed by your line manager or a member of the management team which are commensurate with the role. |

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| **PERSON SPECIFICATION**  We are looking for someone with:   * *Analytical skills*   Able to interpret data and information and apply critical thinking when weighing up options.   * *Problem-solving skills*   Able to use problem-solving skills to handle difficult or unexpected situations.   * *Excellent communication skills*   Good oral and written communication skills, with the ability to negotiate and present. Writes clear and concise property reports, recommending a course of action.   * *Customer service orientations*   An understanding of serving and supporting the Association’s tenants to meet their needs, and the impact of positive experiences on Tenant Satisfaction Measures regarding maintenance and repairs.   * *Computing and IT skills*   Microsoft office skills at an intermediate level.   * *Teamwork and cooperation*   Fosters good professional relationships with tenants, colleagues, contractors, consultants, and board members.   * *Self-management and time management*   Takes instruction but can also work independently, setting priorities and planning activities to maintain high standards of productivity.   * *Integrity*   Able to maintain appropriate values in all work activities.   * *Adaptability and flexibility*   Ability to adapt to changes, to work with new information technology, computing hardware and software. |

This does not form part of your contract of employment and can be amended from time to time as the organisation requires.