L&Q Group

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| **Role title** | Case Manager | | | | | | | **Date** | | 21.07.25 | |
| **Reports to Title** | Head of Managing Agent Relationships | | | | | | | **Version** | | 1 | |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **✓** | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| PurposeThe Case Manager oversees the comprehensive, end-to-end management of repairs and facilities requests for Metra. This role ensures outstanding service delivery by maintaining oversight of all cases, directly intervening to prevent escalation, managing client and resident communications at critical points, and supporting the Contact Handlers and Relationship Manager. The Case Manager guarantees that all repairs are completed to standard, that case records are accurately maintained, and that process improvement and reconciliation activities are undertaken. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| **Case Oversight & Escalation Management:** Maintain full visibility on open/high-priority cases; intervene to de-escalate and resolve complex or overdue issues. Provide excellent customer service, keeping customers informed with high-quality verbal and written communication. Work collaboratively with other colleagues at all levels, to achieve the right outcome. | | | | | | | | | | | 25% |
| **Process Supervision & Contact Handler Support:** Supervise workflow and output of Contact Handlers; provide coaching, guidance, and direction as needed | | | | | | | | | | | 15% |
| **Client & Resident Coordination:** Sequence and coordinate communications, especially during sensitive, disruptive, or high-impact repairs | | | | | | | | | | | 15% |
| **Repairs Works Compilation & Reporting:** Ensure all repairs are properly closed out, follow up on snagging and completion, compile works for reporting | | | | | | | | | | | 15% |
| **Follow-up Works Logging & Tracking:** Log and monitor secondary or additional works arising from primary repairs, ensuring timely completion. Ensure high-quality and consistent record-keeping in line with L&Q policies, procedures and systems. | | | | | | | | | | | 10% |
| **Quarterly Reconciliation & Process Audit:** Perform reconciliation of completed  works vs. records; audit processes for accuracy, compliance, and improvement. | | | | | | | | | | | 10% |
| **Continuous Improvement & SLA Compliance**: Identify process bottlenecks; drive improvement initiatives and ensure all activities comply with service level agreements. | | | | | | | | | | | 10% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | |
| No direct budget responsibility | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 0 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | |
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| **Technical Knowledge/Skills** | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications | |
| * Experienced in delivering customer-focused services in a demanding, public facing environment – **Essential**. | * Able to produce accurate reports as required with strong analysis skills – **Essential** |
| * Excellent verbal, written communication and relationship management skills and ablility to develop and influence relationships at all levels - **Essential** | * Demonstrable awareness of how operational matters impact on budgets and financial performance. - **Essential** |
| * Ability to work at pace using a variery of IT based systems and software. -**Essential** | * Experience working collaboratively as part of a team in a fast-paced, target-driven environment – **Essential** |
| * Housing sector experience in a similar repairs / maintenance coordination role – **Essential** | * Demonstrable ability to coach and mentor a frontline team - **Essential** |
| * Comprehensive knowledge of leaseholder obligations, contract compliance, and the ability to manage and uphold SLA standards - Essential | * TPI qualified to MTPI or working towards the qualification - Desirable |
| **L&Q Values** | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | |
| **People** | |
| * We care about the happiness and wellbeing of our customers and employees | |
| **Passion** | |
| * We approach everything with energy, determination and enthusiasm | |
| **Inclusion** | |
| * We draw strength from our differences and work collaboratively | |
| **Responsibility** | |
| * We own problems and deliver effective, lasting solutions | |
| **Impact** | |
| * We measure what we do by the difference we make | |
| **Other** | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | |