



# Team Co-ordinator



Working better together  
for our residents

## > Homes Directory > M&E Compliance team

### What's it all about

Support the M&E Compliance team with the management of the team inbox where you will assign jobs to contractors for reactive repairs in relation to various M&E components such as lifts, fire, electrical, door entry etc. You will also be the main point of contact for the M&E team in directing queries and responding to requests from the business.

You will be responsible for updating work in progress reports from contractors on jobs attended and closing these down to ensure our contractors get paid.

### How you'll make a difference

Ensuring all reactive jobs raised to M&E are assigned to the correct component contractors on time as per various programs by following set guidelines. Closing down reactive jobs quickly to meet KPI targets for the business which in turn informs the local patch officers and residents on our system. Ensuring that queries are dealt with urgently and directed to the appropriate team members. This is to ensure that our residents feel safe in their homes and our buildings are secure.

### How you'll do it

- Monitor the M&E team inbox on a daily basis assigning jobs to Contractors as per their program, dealing with emergencies promptly and ensuring that all emails are actioned.
- Communicating with the business ensuring that purchase orders are received before job is assigned to a contractor from various tenures
- Responding to queries from the business and contractors and liaising with the appropriate Contracts Officer
- Be the main point of contact for operational colleagues, contractors, stakeholders and residents for queries relating to M&E.
- Updating jobs assigned with daily work in progress reports from Contractors.
- Support the team with adhoc projects and admin tasks
- Ensuring relevant data is updated and cascaded to other teams
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Hybrid arrangements – minimum three days in the office, 2 days working from home.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level

#### Essential knowledge, experience and skills including qualifications and professional membership

- Experience of working in a Housing Association or similar sized organisation
- Experience of working in a very busy environment and managing a diverse workload
- Effective IT skills including intermediate MS Office skills
- Desirable to have experience of contractor and/or stakeholder management.