Disrepair Liaison Co-ordinator

Building Projects

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| **Overview** |
| **Role Purpose** | As a Disrepair Liaison Co-ordinator, you will support the Disrepair Lead by being the contact for contractors and front line staff, regarding queries relating to disrepair. You will also coordinate Performance Reporting, Raising and Receipting POs, organising meetings and taking notes, H&S Monitoring, covering for other co-ordinators within the team if required and any other co-ordination support as necessary |
| **Responsible for** | * As Disrepair Liaison Co-ordinator you will support the Disrepair Lead to manage the disrepair service.
* Compiling reports and monitoring KPIs
* Responding to or Redirecting queries received by the Disrepair team and ensuring they are routed appropriately within the team.
* You will help monitor the service, including collecting information from contractors, so that we know the service specification is being met and that the business is getting value for money. You will also help collate information and present it in a user-friendly format to a variety of audiences.
* You will be the main point of contact for contractors and front line staff, regarding queries relating to disrepair. You will communicate effectively and professionally to solve issues, monitor progress and work proactively to meet the needs of the business, front line staff, stakeholders and customers.
* Your role will be flexible and you will be asked to complete a range of administrative tasks to help us deliver the services that the team is responsible for.
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| **Reports to** | Disrepair Lead |
| **Line management** | None |
| **Tier**  | 9 |
| **Expectation Level** | Colleague Expectation Level  |
| **Role relationships**  |
| **Internal** | Manage relationships with colleagues across NHG, who are involved in, or impacted by repairs service deliveryEspecially Housing, Finance, Planning other internal delivery methods i.e. M&E, Compliance and Building Safety team. Build and maintain relationships with internal clients and other stakeholders |
| **External** | Manage external parties/contractors involved in the delivery of Asset Management delivery and contracts. |

| **Role accountabilities** |
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| 1. Be the main point of contact for front line staff, contractors, stakeholders and customers for queries relating to your contracts or workstream
2. Ensure queries relating to disrepair are logged and dealt with promptly and competently and escalated within the contractor and NHG where necessary
3. Make informed decisions about works that need to be prioritised eg due to the business need, taking into account the KPIs, as well as vulnerability of tenants or health and safety requirements.
4. Proactively request, collate and analyse information from front line staff, contractors and consultants to assist in the preparation of reports detailing programmes of work and performance (including KPIs). Ensure the data is accurate.
5. Consider and propose improvements to systems, processes and the service generally to ensure continuous improvement and be responsible for feeding back to housing on policy and process to ensure a service that is fit for purpose
6. Ensure purchase orders are raised promptly and accurately and monitor spend, receipt invoices in good time and ensure contractor are paid on time.
7. Develop good relationships with internal clients and co-locate to ensure that escalation is easily accessible.
8. Responding to or Redirecting queries received by the Disrepair team and ensuring they are routed appropriately within the team.
9. Provide the Assets Management team with business and performance and KPI data
10. Provide cover for other Co-ordinators within the team who are out of the office or on leave, or who need general assistance with a large project
11. Process invoices for authorisation and payment.
12. Undertake any other administrative and clerical tasks for the teams as necessary.
13. At all times follow the financial regulations, policies and procedures at NHG.
14. Organise meetings as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes.
15. Monitor performance of the contractor, recording and reporting on performance summarising against contractual requirements and required improvements.
16. Ensure meetings are set up by and attend regular contractor meetings.
17. Set and manage projects within KPI targets and approvals. Recommend and implement corrective action where necessary.
18. Prepare management reports including financial appraisals and monthly progress reports.
19. Provide excellent customer service standards to internal and external stakeholders.

**General*** Ensure you follow the financial regulations, policies and procedures at NHG.

understand the importance of taking care of my own health and safety and that of others; therefore I will follow the guidance outlined in the NHG Safety Management System. * To provide support to other NHG staff as and when appropriate.
* To carry out other duties consistent with the level of the post as may be required.
* Be responsible for learning and development
* Be responsible for ensuring the work you and your team are involved with is compliant with relevant statutory and regulatory requirements at all times, including that of Health and Safety and within NHG’s rules, values, policies, procedures, standing orders and financial regulations.
* To promote a culture of openness, innovation, involvement, teamwork and performance, in which staff share a common sense of purpose, are encouraged to use their initiative and creativity and to contribute to service improvement.
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| The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required. |

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

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| **Personal Specification**  |
| **Experience (executive)**  |
| **Essential**  | **Desirable**  |
| Experienced in managing and motivating multi-disciplinary teams of external consultants and contractors | Experienced in delivering successful outcomes on large-scale planned cyclical programmes. |
| **Professional expertise (know how & experience)***’* |
| **Essential**  | **Desirable**  |
| Experience providing a customer focused service, providing services to customers with needs similar to the service’s remit. | Experience of contractor and/or stakeholder managementExperienced in budget management of large-scale projectsExperience in preparing tender docs, scope of works and cost appraisal and dealing with interim / final accountsAbility to train junior members of staff on reinvestment processes and procedures. |
| **Skills**  |
| **Essential**  | **Desirable**  |
| Relationship management Excellent Communication skills and ability to communicate effectively with a range of audiences from residents to politiciansEffective IT skills – Outlook, Word, Excel, (to at least intermediate level) | An understanding of the statutory and regulatory requirements relating to the services under your control. • An understanding of public sector procurement methodsUnderstanding of the CDM regulations are adhered to ensure the health and safety of our residents Full UK driving licence or ability to get to various sites |
| **Qualifications and/or professional membership**  |
| **Essential**  | **Desirable**  |
| GCSE (or equivalent) Grade A-C in English and Maths. | Relevant Project Management qualification desirable |

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| **NHG Expectations**  |
| NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.This role is a **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile. The full NHG expectations framework is available on our external job site page and intranet, Milo. |

You’ll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.