



Working better together
for our residents

Team Co-ordinator

> Homes Directorate > Heat Energy and Water

What's it all about

As a Team Coordinator, you will support the Access Compliance Team by carrying out visits to residential properties where access has not been provided for inspections, compliance works, or scheduled appointments.

The role focuses on resident engagement, evidence gathering, and resolving access-related cases to help ensure compliance obligations are met.

How you'll make a difference

As an integral member of the Assets & Sustainability team, you will help ensure residents remain safe and compliance standards are achieved through effective resident engagement and collaborative working.

You will play a key role in supporting operational teams to deliver essential compliance services while maintaining a customer-focused and professional approach in the community

How you'll do it

- Carry out visits to properties where access has not been gained for inspections or works
- Engage professionally with residents to explain the purpose of visits and encourage cooperation
- Deliver letters and appointment notifications where required
- Gather supporting evidence including visit notes and photographs
- Support the preparation of legal action documentation and court packs
- Update systems and maintain accurate records of visits and outcomes
- Liaise with contractors, coordinators, and operational teams to support service delivery
- Escalate safeguarding, vulnerability, health and safety, or tenancy concerns appropriately
- Follow lone-working procedures and health and safety guidance at all times
- Represent the organisation professionally while working within the community

- Maintain a consistent field presence through daily property visits and office attendance when visits are not scheduled.
- 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.

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 dealing with residents, customers, or members of the public in a professional environment
- Experience working independently and managing workloads effectively
- Ability to handle difficult or sensitive conversations calmly and professionally
- Strong communication and relationship management skills
- Ability to maintain accurate records, reports, and supporting evidence
- Effective IT skills including intermediate Microsoft Office skills
- Understanding of access procedures and compliance-related services desirable



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- Knowledge of housing, repairs, compliance, or property service environments desirable
- GCSE (or equivalent) Grade A–C in English and Maths
- Full UK driving licence preferred
- Commitment to maintaining confidentiality, professionalism, and health and safety standards at all times
- **Intermediate** IT and systems skills including Microsoft office