

Disrepair Liaison Coordinator

> Operations > Disrepair

What's it all about

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 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

How you'll make a difference

- 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
- Assist in monitoring 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
- Collate information and present it in a user-friendly format to a variety of audiences
- Act as the main point of contact for contractors and front line staff, regarding queries relating to disrepair
- 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.

This 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.

How you'll do it

- Be the main point of contact for front line staff, contractors, stakeholders and customers for

queries relating to your contracts or workflow

- Ensure queries relating to disrepair are logged and dealt with promptly and competently and escalated within the contractor and NHG where necessary
- Make informed decisions about works that need to be prioritised e.g. due to the business need, considering the KPIs, as well as vulnerability of tenants or health and safety requirements
- 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
- 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
- Ensure purchase orders are raised promptly and accurately and monitor spend, receipt invoices in good time and ensure contractor are paid on time
- Develop good relationships with internal clients and co-locate to ensure that escalation is easily accessible
- Responding to or Redirecting queries received by the Disrepair team and ensuring they are routed appropriately within the team
- 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
- Process invoices for authorisation and payment
- Undertake any other administrative and clerical tasks for the teams as necessary.
- At all times follow the financial regulations, policies and procedures at NHG.

- Organise meetings as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes
- Monitor performance of the contractor, recording and reporting on performance summarising against contractual requirements and required improvements
- Ensure meetings are set up by and attend regular contractor meetings
- Set and manage projects within KPI targets and approvals. Recommend and implement corrective action where necessary
- Prepare management reports including financial appraisals and monthly progress reports
- Provide excellent customer service standards to internal and external stakeholders.
- Hybrid arrangements – at least two days working in the office.

- Intermediate/advanced IT and systems skills including Microsoft office
- GCSE (or equivalent) Grade A-C in English and Maths
- Knowledge of repairs within the housing sector

Desirable

- An understanding of the statutory and regulatory requirements relating to the services under your control
- An understanding of public sector procurement methods
- Understanding 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

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

Essential knowledge, experience and skills including qualifications and professional membership

- Experience providing a customer focused service, providing services to customers with needs similar to the service's remit