

Performance Coordinator

Operations Directorate (Home Ownership)

Overview	
Role Purpose	You will provide administration, contract and project support, which will underpin an effective, compliant and customer focussed service to residents.
Responsible for	Performance reporting and data analysis <ul style="list-style-type: none"> • Managing necessary databases and systems • Finance lead including processing invoices for payment and raising team purchase orders • Administration functions
Reports to	Performance and Income Lead
Line management	n/a
Tier	Tier 9
Expectation Level	Colleague
Role relationships	
Internal	Broader Home Ownership directorate Development, Regeneration and Assets, Housing, ICT, Workwise, Sales and Marketing, Finance and BID directorates
External	Customers Solicitors Managing Agents Contractors

Role accountabilities
Performance Reporting and Monitoring <ul style="list-style-type: none"> • Provide your manager, teams and the business performance data/data analysis and commentary as required to monitor performance. • Support your manager, teams and the business to put in place creative and new ways to address and exceed business objectives and performance targets. • Undertake research and projects on behalf of individual teams or across the department as required to identify trends and recommend solutions.

Role accountabilities

- Flag any issues for escalation that you identify as part of reporting and performance monitoring.
- Attend team meetings to present performance data and provide commentary.
- Where appropriate, manage the complaints database, including logging and assigning complaints appropriately and providing proactive oversight of the process in line with performance indicators.
- Where appropriate, regularly monitor and report on rent and service charge collection and support the Property Managers and Leasehold Managers with strategies to meet targets.

Contract and Stakeholder Management

- Maintain and strengthen good working relationships with other departments. This includes Assets and Regeneration, Finance, Housing, Customer Service Centre and Development.
- Where appropriate, ensure the day to day management of repairs and process associated invoices making payment on time and according to contract terms.
- Support the team to manage the work and performance of contractors including scheduling meetings, taking minutes and monitoring feedback.
- Where appropriate support your manager and provide accurate performance reporting to achieve effective monitoring of the estate services contract.
- Present performance data and provide commentary as required at liaison meetings with external and internal parties and contractors.
- Where appropriate accurately update the necessary systems to ensure health and safety compliance.

Project Management Support

- Support your manager and other managers as required with the successful delivery of project actions as required
- Manage and assist in tasks such as data cleansing, the delivery of training, system support and system testing.

Financial/Administration

- Support the department in ensuring financial processes are followed correctly, that POs are coded correctly, and that invoice payment is coordinated.
- Act as the lead within the department to effectively manage any finance related matters (purchase orders, payments, invoicing etc)
- Where required, support necessary projects to deliver the successful delivery of the rent and service charge cycle.
- Support your manager and other managers with recruitment and assessment processes as required.

Role accountabilities

- Order and maintain stationery, ICT, and health & safety supplies for the team, and organise travel cards, parking and other services as required.
- Take the lead on setting up all users on necessary systems. This includes ICT systems, databases and lone working devices.
- Log, distribute and monitor letters, requests and emails ensuring they are sent to the relevant team members.
- Organise meetings and events as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes.
- Act as a system administrator or super-user for systems, databases and projects as required
- Accurately update and amend details on our housing and property management systems as required.

Other

- Actively engage with new systems and processes including Workwise. Act as a champion for such systems as required and support the team in highlighting any system or process issues.
- As appropriate, liaise with the Customer Service Centre following up on any matters that arise through this communication channel.
- Support the department with administration and coordination of tasks such as recruitment set up, away day and event support as required
- Provide cover for the department as and when required.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- At all times follow the financial regulations, policies and procedures at NHG.

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.

Personal Specification

Experience (executive)

Essential	Desirable

Professional expertise (know how & experience)

Essential	Desirable
-----------	-----------

<ul style="list-style-type: none"> • Experience of working in a customer service environment • Experience of providing performance monitoring and commentary against business targets • Experience working to meet key performance indicators 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent PC skills including Microsoft Word and Excel. • Excellent verbal and writing skills 	
Qualifications and/or professional membership	
Essential	Desirable

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

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