

Role Title	Place Coordinator
Job Family	Place Directorate
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose To support the day to day business of the Place Team providing a comprehensive housing management service for tenants and leaseholders.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p>
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
To deliver a responsive customer focused service to residents.	<p>Ensure an excellent customer experience.</p> <p>To respond back to customer queries within the targeted timescales.</p> <p>Update electronic system with all interaction with residents</p>
Communicate effectively with internal and / or external customers.	<p>Relevant, accurate, understandable and timely information is provided at all times.</p> <p>A high standard of service to all customers that is courteous, approachable and helpful; advising, supporting and resolving issues</p>
Record customer contact information clearly and accurately using the required process and IT system.	<p>All customer contacts are recorded accurately in the Housing Management System.</p> <p>Clear customer contact records are accessible for colleagues.</p>
Maintain information systems which support the specialist area. Contribute to the development of	<p>Changes to systems, are identified and recommended.</p> <p>Systems meet operational requirements.</p>

these systems.	
Produce documents, reports, correspondence where necessary for the Place Team using standard formats and software.	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Support provided to the specialist housing services ensuring consistency and resilience for the service</p> <p>Reports are accurate, complete and meaningful.</p>
Raising purchase orders, goods receipts and arranging payment of invoices.	Timely payment of invoices and effective management of supplier expectation
Coordinate the letting and management of the Council's garages, including managing the dedicated inbox, responding to enquiries, allocating and letting garages, liaising with contractors about repairs and reporting on performance.	<p>Garages are let in a time efficient manner, minimising garage income void loss.</p> <p>Enquiries are responded to promptly.</p> <p>Garages are well maintained.</p>
Coordinate the processing, ordering and management of the Council's fobs and keys, including managing the dedicated inbox, responding to enquiries, processing and ordering of fobs and keys, liaising with contractors and other partners about fobs and keys and reporting on performance.	<p>Fobs and keys are processed and ordered in a time efficient manner.</p> <p>Enquiries are responded to promptly.</p> <p>Number of requests for new fobs and keys from resident are kept to a minimum.</p>
To increase resident satisfaction and ensure services are delivered in an efficient and cost effective manner.	<p>Promote good outcomes and keep residents updated of changes to services.</p> <p>Ensure the customer journey is a quality one in which clear communication and outcomes/advice is provided</p>
Support colleagues that are preparing responses to member enquiries, complaints, Subject Access and Freedom of Information Requests.	<p>Enquiries and complaints are responded to within required timescales.</p> <p>Clear and informative responses are provided, addressing all issues raised.</p>

Act in accordance with all policies and procedures which apply to the Place Team.	<p>To be responsible for self-development and to participate in training and development.</p> <p>A positive image of the Council is promoted at all times.</p> <p>To work flexibly across a variety of locations and departments where required.</p> <p>All policies and procedures are complied with.</p>
Provide cover for other services coordination, as required due to absence.	Adequate service cover is available across departments.
Any other duties or responsibilities reasonably requested by management.	

Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Occasionally the post will be expected to work from other locations

Key Facts and Figures – N/A

Supervisory Responsibilities: N/A

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

Knowledge, Skills and Experience

Proven administrative experience, preferably within a housing environment.

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to draft and write complex correspondence and reports.

Ability to communicate effectively with a broad range of stakeholders.

Ability to demonstrate a commitment to Equal Opportunities and the management of diversity.

Good time management, demonstrating ability to prioritise and organise appropriately in order to meet targets.

High level of IT skills working with a data base and software applications to produce letters and reports effectively, including Microsoft Office, Word, Excel and PowerPoint.

Ability to understand and present statistical information with the ability to analyse data and prepare spreadsheets.

Ability to manage personal workload in a challenging environment.

Ability to work independently and as part of a team.

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.