

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Court Co-ordinator and Community Engagement Lead

**Location:** Frank Jack Court

**Team/Directorate:** Tenancy Services

**Responsible To:** Housing Officer / Strategic Asset Projects Manager

**Responsible For:** Court Staff

**Terms:** (hours to be determined),12-month fixed term

**Salary:** £tbc. pro rata

### 2. JOB PURPOSE

To provide a high standard of customer service to our tenants, customers and colleagues. To maintain the day-to-day running of the Court in accordance with Cairn HA’s policies and procedures. To raise awareness of the Court within the local area and build relationships with local stakeholders.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver housing management services within the Court in accordance with policy and procedure, to deliver a high level of customer service whilst maintaining compliance to Health and Safety, to meet our agreed KPI’s, SLA’s and legislative requirements
* Maintain delegated management of low-level anti-social behaviour within Court to assist Housing Officer in the overall housing management responsibility – escalating complex cases requiring further investigation to the Housing Officer to resolve any anti-social issues.
* Assist Housing Officer with rent queries to assist with Income Maximisation.
* Conduct new tenancy sign-ups and related administration to assist Housing Officer to minimise void loss.
* Manage, develop and motivate onsite Court Staff to ensure that work is carried out to a high standard, whilst providing a high level of customer service.
* Promote the Court and Services, show prospective tenants around flats & facilities to assist with achieving full occupancy of the Court.
* Maintain awareness of housing requirements within the Court and advise Housing Officer of any potential tenancy changes to minimise void loss and ensure accurate records are kept.
* Monitor and report Estate Inspection of the court, within agreed timescales to meet KPI’s.
* Undertake customer care visits for all new tenants and arrange for any concerns or issues to be escalated to meet KPI requirements.
* Deliver fire alarms, legionnaire testing and fire drills within required timescales to ensure compliance with Health and Safety regulations.
* Maintain HR and all other IT systems to ensure that all KPI’s are met and accurate information in stored in line with legislation.
* Maintain the recording and handling of petty cash, payments provided within the Court, and any banking requirements in an honest and timely manner, to ensure that all financial transactions are accurate and evidenced.
* Identify and build relationships with key local stakeholders involved with older people in the area – i.e. Local Authority Housing, Health and Social Care, other RSLs, community organisations, GPs, social groups, community events, etc – to raise the profile of the Court.
* Increase the applications for housing through identification and use of local advertising and networking opportunities to maximise lettings.
* Foster an increased sense of community in the Court by supporting tenants to develop sustainable and tenant-led activities, providing opportunities for social interaction and engagement.
* Regular Progress Reporting in an agreed format against community engagement and tenant engagement activities to demonstrate progress and assist with future planning.

**3.2 Key Performance Indicators**

* Occupancy levels
* Arrears Management
* Estate Management
* Customer Care Visits
* Team Cornerstone
* Customer Satisfaction
* Level of Community Engagement

# 3.3 Key Contacts – Internal & External

* Tenants
* Cairn Staff
* General Public
* Social work
* Support agencies
* Emergency Services
* Medical Professionals
* External Contractors
* Local Authority Housing, Health and Social Care
* Local community organisations

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Cairn Housing Group.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other Cairn Housing Group departments.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times.
* Promote and maintain the brand standards of Cairn Housing Group.

**JOB TITLE**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training |  | Educated to HNC level or above. |
| Experience | A significant level of experience in delivering a customer-focused service. | Line Management experience.  Previous experience of working within the housing or care sector.  Previous experience of community development.  Previous experience of delivering a tenancy or property management service. |
| Knowledge | Awareness of Health and Safety and security requirements and ability to maintain records.  Maintenance standards and procedures.  IT literacy – MS Office Applications. | Familiarity with COSHH guidelines. |
| Skills | Ability to understand and follow procedures.  Advance, diverse communication skills.  Awareness of GDPR requirements.  Ability to chair meetings within the court.  Ability to assess, prioritise workload to work under pressure and meet deadlines.  Ability to refer customers to external agencies for support or specialised assistance.  Ability to develop relationships and engage with a wide variety of stakeholders.  Ability to engage with and facilitate discussions amongst tenants with a wide variety of support needs.  Ability to use lateral-thinking and problem solving to identify solutions. | Staff Management.  Resolution of customer issues. |
| Personal attributes | Commitment to continuous personal development.  Respect for others and being accountable.  Ability to build relationships and able to work on your own or as part of a team.  Empathetic towards the needs of others.  Motivated to provide a high level of service.  Enthusiasm for tackling challenges.  A proactive approach to problem solving and service delivery improvement. |  |
| Additional requirements |  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**