



JOB DESCRIPTION

Job Title:	Maintenance Coordinator
Department:	Property Services
Location:	10 Mansfield Street, Glasgow G11 5QP
Salary:	£31,518 per annum, EVH Grade 6 <i>Pending 1 April 2024 pay review</i>
Reports To:	Property Services Manager

Overall Purpose

To support the Property Services Manager and Property Services Team in effectively coordinating the customer-focused delivery of repairs and maintenance services.

Key Responsibilities

- Provide assistance and support to the Property Services Manager and Maintenance Officers by effectively coordinating the delivery of customer-focused reactive repairs and cyclical maintenance services.
- Provide assistance and support to the Property Services Manager and Maintenance Officers in monitoring and reviewing PHA's repairs/ maintenance policies/ procedures, working with colleagues across other teams and customers to deliver value for money and continuous performance improvement.
- Efficient and effective coordination and liaison with reactive repair and maintenance contractors ensuring work is carried out as specified, in a safe, professional, and cost-effective manner.
- Overseeing the day-to-day work plans of Maintenance Assistants, providing support and guidance as required across the Property Services Team and other teams.
- Carrying out staff supervisory duties such as monthly 1-2-1s, appraisals and attendance management.
- Ability to create and analyse relevant management data through comprehensive Key Performance Indicator (KPI) reports.

- Assist Property Services Manager and Maintenance Officers, consultants and contractors in problem solving, acting as a point of contact for customers to co-ordinate access and appointments as necessary.
- Liaise closely with other teams, providing regular written updates on performance, progress and costs and mandating requirements of large-scale projects to factored homeowners' properties.
- Provide accurate and timely information to customers on works progress, timescales, and performance; review customer and performance feedback and make recommendations to improve outcomes.
- Support the Property Services Manager and Maintenance Officers in undertaking health and safety administration. Update records, coordinate regular health and safety audits and checks and arrange for work to be carried out to ensure compliance.
- Responsible for the administration of compliance contracts such as Gas Servicing, Electrical Inspections, Lift Safety and Aids & Adaptations.
- Process and administer insurance claims received in partnership with our insurance broker.
- Process invoices, update financial and contract records and performance data, and produce performance reports for managers as required.
- Manage customer enquiries by telephone, email and face-to-face, register and update records relating to customer compliments, comments and complaints and ensure appropriate responses are provided within required timescales.
- Optimise the use of ICT to improve efficiency and produce performance information and data.
- Work as a member of the Property Services Team, coordinating administrative support as required, such as planning, attending, and taking minutes of meetings as required.

PERSON SPECIFICATION

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
<ul style="list-style-type: none"> Educational qualifications educated to HNC level or equivalent relevant experience. This may be substituted where substantial direct relevant experience and appropriate skills can be demonstrated. 	✓	
<ul style="list-style-type: none"> Commitment to work towards relevant professional qualifications and continuing professional development is required. 	✓	
<ul style="list-style-type: none"> Knowledge of property maintenance procedures, health and safety requirements 	✓	
2. Skills and Abilities		
<ul style="list-style-type: none"> Customer focused 	✓	
<ul style="list-style-type: none"> Effective communication – spoken and written 	✓	
<ul style="list-style-type: none"> Performance and outcome driven 	✓	
<ul style="list-style-type: none"> Problem solving abilities 	✓	
<ul style="list-style-type: none"> Ability to work under pressure and meet deadline 	✓	
<ul style="list-style-type: none"> Excellent communication skills; written, face-to-face and on the telephone 	✓	
<ul style="list-style-type: none"> Excellent IT skills including the use of Microsoft Office to produce emails, letters, reports, and presentation materials 	✓	
<ul style="list-style-type: none"> Excellent skills in the use of IT; including the ability to extract, collate and analyse computerised data and information and compile financial, statistical and performance reports. 	✓	
<ul style="list-style-type: none"> Experience of managing customer feedback and handling complaints 		✓
<ul style="list-style-type: none"> Ability to work well and flexibly in a team 	✓	
<ul style="list-style-type: none"> Ability to understand and implement policies and procedures and to communicate these confidently to others 	✓	
<ul style="list-style-type: none"> Demonstrable enthusiasm and commitment to work with customers by telephone, email and face-to-face in a customer-focused environment 	✓	
<ul style="list-style-type: none"> Ability to work on own initiative without detailed supervision 	✓	
3. Experience and Knowledge		
<ul style="list-style-type: none"> Previous relevant experience is essential, including working in a customer-focused environment as part of a team committed to customer service excellence and positive outcomes 	✓	
<ul style="list-style-type: none"> Supervision of others on day-to day work, involvement in recruitment and ongoing development of less senior staff. 	✓	

• Proven experience of leading a team and motivating others	✓	
• Understanding of the role of the social housing sector and how Housing Associations work		✓
• Understanding of procurement and contract management		✓
• Understanding of Health and Safety.		✓
• Experience of effectively prioritising workloads and meeting critical deadlines.		✓
• Experience of working with customers and contractors	✓	
• Awareness of the Scottish Housing Regulator (SHR) and compliance requirements, such as Annual Return on the Charter (ARC) reporting		✓
• Experience of operating an integrated housing management/ maintenance system, such as Homemaster.		✓
4. Other Requirements		
• Can commit to evening and weekend work when required	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required.	✓	