ROLE DESCRIPTION: Awaabs Law Coordinator

Reports to: Administration Team Manager	**Responsible for:** - Providing written summaries to customers following a property inspection or emergency repair where a qualifying hazard has been identified, or where emergency works cannot be completed within the required timescales. - Working as part of the Karbon Property Services team to achieve targets, KPIs and high levels of customer satisfaction. - Liaising with Works Schedulers, Suppliers and Trade Colleagues to ensure customer appointments are met and to identify when written summaries are required in relation to hazards covered by Awaab's Law and associated compliance requirements.

Role purpose:

To provide dedicated support to the delivery of Awaab's Law requirements, with a focus on producing timely, accurate written summaries following the identification, investigation and remediation of housing hazards. This includes providing technical and administrative support across scheduling, documentation, materials coordination, customer communication and compliance monitoring.

To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers, offering guidance, support and direction as appropriate.

To identify opportunities to improve reporting, communication and compliance processes, drive efficiencies and enhance service delivery in collaboration with the Good to Great project and wider regulatory and compliance initiatives.

To act as a positive member of the Property Services team, collaborating with colleagues across departments to support the effective management of housing hazards, deliver excellent customer outcomes, and promote the Karbon values and brand.

Key responsibilities:

Teamwork:

1. Contribute to the success of your team through the delivery of Property Services, as a member of the Support Services team
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group’s values and culture.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

Delivery:

5. Support with the day-to-day coordination of appointments for remedial works, maintenance and servicing contracts.

6. Continuously monitor workflow and queues on DRS, and rearranging appointments due to emergencies and non productive time when required. Identify repairs that will exceed target dates and rearrange appointments where necessary.

7. Receiving inbound calls and emails from customers and conducting outbound calls and emails to request appointments, ensuring any defects are correctly diagnosed and jobs are raised correctly on Capita Housing system.

8. Undertake analysis and review of performance data to evidence value for money, and the preparation of timely and accurate regular management reporting and associated information on the same, for the purpose of monitoring both internal and external performance against performance indicators.

9. Formulation and Circulation of reports covering a variety of functions within KPS

10. Actively look to maximise use of ICT facilities and new technologies to achieve efficiencies wherever possible and be the 'ambassador' for Support Services during implementation and development of new systems.

11. Monitor Karbon's Awaabs Law Case management system and see cases through to resolution.

12. Ensure that all written, electronic and telephone enquiries are answered and resolved effectively in accordance with agreed service standards and timescales.

13. Providing written summaries to customers following the identification, investigation or remediation of housing hazards, and where emergency repairs or remedial works cannot be completed within the required timescales.

14. Liaising with Works Schedulers, Suppliers and trade Colleagues to ensure customer appointments are met.

15. Provide general and administrative support to other sections within KPS as and when required.

16. Co-ordination of training and testing for KPS changes coming through Good to Great

The above list is not exhaustive and the postholder will be required to carry out responsibilities and tasks deemed commensurate with the post.

Organisation wide:
1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value. 2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation. 3. Comply with all organisational policy and procedures. 4. Ensure that risks within the directorate's activities are identified, removed or minimised. 5. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied. 6. Promote the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion. 7. Help to ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.
The Awaabs Lae Coordinator is part of the Property Services team. As with all team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Awaabs Law Coordinator
Experience and qualifications:
a. A strong record of demonstrable achievement in administrative support (D)
b. Previous experience of using DRS and associated modules (D)
c. Experience working in a Customer facing role (E)
d. Experience working in partnership with internal and external stakeholders to deliver excellence (E)
e. Experience of collaborating and working as part of an effective team (E)
f. Experience of research, analysis and report writing (D)
g. Recognised qualification or equivalent and relevant work experience, and evidence of continuing professional development (E)
Knowledge:
h. Knowledge of current and future challenges facing property services (D).
i. Comprehensive working knowledge of repairs and voids services (D).
j. Comprehensive working knowledge of Awaabs Law (E)
k. A general knowledge of building maintenance (D)
l. A general understanding of safety compliance such as gas & electrical (D)
Skills:
m. Good level of written, presentation and interpersonal communication skills (E)
n. Ability to think ahead, spot opportunities and take appropriate action (D)
o. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (E)
p. Ability to work individually or as part of a team (D)
q. Ability to use judgement and take ownership of decision making. (D)
r. Good level of IT skills in particular Microsoft Office programs (E)
Attributes:
s. Transparent and open, acting with integrity and able to build high levels of trust (E)
t. Committed to diversity and inclusion (E)
u. Champions innovation and encourages ideas (D)
v. Resilient and able to work under pressure (E)
w. Actively role model and champion the Karbon vision, values and purpose (E)

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Organisation wide:
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