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| **ROLE DESCRIPTION: Construction Delivery Coordinator** |
| **Reports to:**  Senior Project Manager  | **Responsible for:**  |
| • Supporting programme and project management of Karbon’s development programme delivering up to 600 new homes per annum across the Northeast and Yorkshire.• Supporting the Construction Delivery Team on collation and inputting of new homes  construction and compliance data | • Supporting Defects Management & Customer Complaints Handling process to deliver a seamless high-quality development delivery service for the business, customers, development partners and key stakeholders. • Validating and processing contractor/consultant invoices from contract commitment to project close • Engagement with Karbon Customers, Contractors and External Consultants. |
| **Role purpose:** |
| * To be an enthusiastic colleague, committed to contribute to the success of the Development Delivery team. Supporting the delivery of the highest possible quality standards of new mixed tenure homes for the business, development partners, customers, and stakeholders.
* To be accountable for delivering the highest possible standard of new homes data, including defects management, compliance, and customer complaints process.
* Providing high quality administrative support to the Development Delivery Team.
* Act as a positive member of the Development Construction Team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.
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| **Key responsibilities:** |
| **Teamwork:** |
| 1. Contribute to the success of your team through the delivery of the new homes' development programme, as a member of the Development Construction Team.
2. Collaborate with, and support others within the development delivery team, creating a team environment that enables everyone to perform at their best.
3. Work collaboratively with the new business and development services teams to deliver a seamless high-quality development delivery service for the business, customers, development partners and key stakeholders.
4. Act as a role model for the Group’s values and culture.
5. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.
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| **Delivery:** |
| Delivering a broad range of support and external collaboration to support the Development Delivery Team in meeting its strategic and operational objectives including 1. Supporting Construction delivery, Karbon Homes (KH) and 54 North (54Nth) Development Delivery Teams and Key Stakeholders to effectively manage the Group’s new homes programme, ensuring all new homes customers receive a first-class experience at handover and during defect liability period.
2. Provide support on the effective resolution of construction and/or service-related issues arising during new homes defects liability periods.
3. Support the management and successful resolution of customer complaints relating to new homes, liaising with relevant developers, house builders and other external and internal stakeholders to obtain a successful outcome.
4. Assisting in the provision of timely and accurate data reporting, annual business targets/KPIs, business and compliance requirements and regulatory standards to be achieved.
5. Supporting the Construction Delivery Team on new homes data and the use of electronic filing structures and development data systems.
6. Work collaboratively with members of the development delivery team to ensure that internal and external compliance standards/requirements are achieved.
7. Providing high quality development team administrative support in operational matters, regulatory, compliance, defects management & complaints handling procedure.
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| **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. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the Directorate’s activities are identified, removed, or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective utilisation of Group assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.
9. Ability to travel/work flexibly across to support the Directorate’s teams ensuring high quality administrative support is maintained in all regions
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| The Construction Delivery Coordinator is part of the Development Delivery team. As with all staff 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.  |

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| **PERSON SPECIFICATION: Construction Delivery Coordinator** |
| **Experience and qualifications:**  |
| 1. A strong record of demonstrable achievement, in an organisation of comparable size and complexity to Karbon Homes, in the provision of administrative support (D).
2. Experience of working in partnership with stakeholders to deliver excellence (E).
3. Experience of collaborating and working as part of an effective team (E)
4. Demonstrable computer literacy with experience in the Microsoft Office programs. (E)
5. Track record of developing and sustaining effective partnerships (E).
6. Educated to GSCE level or equivalent, including Maths and English (D)
7. Full, valid UK driving licence (D).
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| **Knowledge:** |
| 1. A general knowledge of building maintenance (D)
2. A general understanding of safety compliance such as gas, electrical and fire safety(D)
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| **Skills:** |
| 1. Ability to prioritise workload and work well under pressure to meet targets and deadlines. (E)
2. Good level of written, presentation and interpersonal communication skills (E)
3. Ability to work collaboratively across departments and influence others (D)
4. Ability to think ahead, spot opportunities and take appropriate action (D)
5. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (D)
6. Ability to work individually or as part of a team (E)
7. High level of written, presentation and interpersonal communication skills (E)
8. Ability to use judgement and take ownership of decision making. (E)
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| **Attributes:** |
| 1. Transparent and open, acting with integrity and able to build high levels of trust (E)
2. Committed to diversity and inclusion (E)
3. Champions innovation and encourages ideas (D)
4. Resilient and able to work under pressure (E)
5. Collaborative and inclusive (E)
6. Actively role model and champion the Karbon vision, values and purpose (E)
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