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|  | Job Description | C:\Users\jowen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\Leeds Fed Logo Colour.jpg |

BASIC DETAILS

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| Job Title:  Location:  Responsible To: | Planned Works Co-ordinator  Leeds  Asset Manager (Planned Work and Energy) |

**REPORTING STRUCTURE**

See organisation chart for the Assets Team

**MAIN PURPOSE**

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| To provide operational support to the Asset Manager to ensure the delivery of an efficient and effective planned works service.  To assist in all areas of Assets  To support colleagues within the Assets team by undertaking administrative duties and specified tasks relating to the delivery of all Asset services |

Specific Accountabilities and Performance Standards

|  | Key Accountabilities | Minimum Performance Standards |
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| 1 | Data Management | * Ensure that the Association Asset Management System and supporting systems are up to date and are continuously maintained particularly in respect of planned works delivery * Work with colleagues to ensure our Customer Relation Management system (Origin2) is up to date with accurate information as regards the delivery of planned works |
| 2 | Asprey | * Work closely with the Project Managers to ensure Asprey is updated * Be the point of contact for the contact centre and other departments to provide up to date information on assets * Audit Asprey to ensure all contractors are updating property statuses and uploading required documentation * Ensure cost information is correct and up to date * Liaise with the data analyst to update Asprey with any changes and attribute information * Look for any improvements to Asprey that would be of benefit to the business * Carry out audit checks on supplier documentation uploads |
| 3 | Wider business duties | * Collate and provide monthly completions data * Provide completions data for customer satisfaction reporting and collate responses * Be the point of contact for all other departments * Assist with the adaptations team * Liaise with colleagues in Asset and Customer Services Teams to undertake delegated tasks to other workstreams including responsive repairs and compliance delivery as and when required |
| 4 | Contractor Performance | * Ensure performance and progress is being maintained for planned works * Provide data for quarterly KPI suites * Manage all iAuditor data * Undertake a supportive role in the delivery of services including general administration |
| 5 | Complaints | * Prompt, appropriate action taken to resolve complaints, ensuring they are accurately recorded and, when required, directed or escalated to the right person/department for full resolution. Provide customers with updates on complaints * Control due dates for the team * Assist colleagues by managing the response to the asset's element of complaints for the wider business when required |
| 6 | Financial Issues | * Check invoices for payments assisting to ensure that all invoices are correct prior to approval for payment * Work with the asset managers to manage budgets-spend * Assist asset manager budget controls |
| 7 | Customer Service and Admin Support | * To provide effective customer service which meet the association’s performance standards. * Address customer enquires or requests and take the appropriate action * Ensures information relating to customers is maintained confidentially * Provides administrative support and other assistance to colleagues within the Assets Team as directed |
| 8 | Team Support and Service Coordination | * To contribute to the effective running of the Assets Team, particularly the area of planned delivery, and to participate in a culture of continuous improvement * Maintain a level of technical knowledge relevant to more complex queries received * Liaise with other departments to ensure the service is delivered and maintained * Provides support and assistance to other colleagues and departments as directed, prepared to be flexible and contribute to a positive customer experience * Contributes to performance indicators being met * Participates effectively in meetings including making meeting arrangements, keeping minutes and recording actions as required |
| 9 | Corporate Role | * To consistently meet the organisations strengths in your day-to-day work * To work within the organisation’s Health and Safety policies and procedures taking personal responsibility for your own wellbeing * To work within the VFM policy and consider wider business sense in all aspects of your role * Provide and maintain excellent standards of customer care in accordance with the organisation’s Equality and Diversity policy * To work within the culture and values of the organisation and positively promote the reputation of Leeds Federated at external events and meetings * To positively contribute to Leeds Federated’s journey ensuring the development of continuous improvement across the organisation * To be responsible for your own learning and development and actively participate in identified training and engage with the performance management system * Communicate effectively and work productively with all staff * Carry out a regular check of the website and intranet particularly in relation to your own areas of the business. Take responsibility for making sure that information logged is up to date and relevant * Work within the Risk Management Framework Policy ensuring that you are aware of and support the operation of internal controls relevant to your area of responsibility |

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| No job description can be entirely comprehensive, and the job holder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation. |

Leeds Federated Housing Association

Person Specification

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| Attributes | **Description** | **ESSENTIAL** | **DESIRABLE** |
| Knowledge and Experience | Experience of working in a customer facing service role | **X** |  |
| Experience of dealing with complaints | **X** |  |
| Good knowledge of computerised systems and administrative procedures | **X** |  |
| Knowledge of Repairs & Maintenance systems | **X** |  |
| Experience of advising customers on technical maintenance issues | **X** |  |
| Experience of dealing with contractors | **X** |  |
| Knowledge Decent Homes Standard and HHSRS (Housing Health and Safety Rating System) |  | **X** |
| Understanding of Stock Condition and planned investment programmes |  | **X** |
| Skills and Abilities | Meets the organisation’s values and behaviours | **X** |  |
| Be proficient in Microsoft applications including Excel and Word | **X** |  |
| Must be able to meet individual and job specific targets set by your line manager | **X** |  |
| Qualifications | GCSE grades C or higher in Maths and English (or equivalent) | **X** |  |
| HNC/D in building and or educated to degree level in another subject |  | **X** |
| NVQ Level 2 in Customer Service / Call Handling or equivalent |  | **X** |