

Job title: Repairs Coordinator (Delivery Support)

Line manager: Delivery Support Manager

Grade (if applicable):

Direct reports: n/a



Role purpose:

As a Coordinator (Delivery Support) within the newly formed Repairs Team, you will be an integral part of the delivery of Peabody's repairs, maintenance and property services. As part of our centralised support function, you will be working in a busy and responsive environment, requiring you to be adaptable and able to focus on several projects at any one time to improve our repair service for our customers. You will and work closely and collaboratively with colleagues, stakeholders and customers across Peabody, driving improvements and offering a first-class service to our customers.

You will be organised, accountable and customer focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs
- Complaints, Disrepair; damp, mould & condensation; EHO and escalated cases
- Empty Homes / Voids
- Aids & adaptations
- Planned Preventative Maintenance and proactive case management
- Service delivery for repairs managed through the DPS Marketplace
- Planning for the in-house DLO
- Professional property related services

As a Coordinator (Delivery Support), you will:

- Be a customer facing member of the team, supporting our customers and operational teams in the delivery of property services;
- Ensure the provision of excellent customer service and experience to all stakeholders to maximise customer satisfaction;
- Work closely with the complaints team, contractors and regional property services teams to progress repairs complaints at stage 1 and 2 to successful completion
- Support the regional property services team with any issues that prevent the successful resolution of a complaint through effective problem solving
- Review repairs history to ascertain where repairs have gone wrong and highlight lessons learnt to both the complaints team and Property Services
- Own escalation cases when needed, liaising with our customers through to completion;
- Take ownership and co-ordination of ad-hoc projects dependant on current demand and need of the Property Services Team and wider teams when required;
- Visit Peabody's external Contractor's offices when required to work collaboratively and be a point of contact for complaints whilst on site;
- Provide support when required to the Repair Delivery Support Team, assisting with incoming Contractor and Staff queries relating to repairs;
- Undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours;

Version Date:

Signed off by:

Success metrics:

- Improved customer satisfaction across the service, responding to customer's when a case is raised within agreed SLA
- High levels of satisfaction across stakeholders for services provided
- Improved efficiency in the delivery of services and complaint resolution for repairs
- Excellent stakeholder engagement
- Reduction in complaint and escalated case volumes, with cases logged and updated at every contact point;
- Project to be managed in agreed time frames and progress updates to be provided when required.

About you:

You will be:

- You will be totally committed to delivering excellent customer experience – being easy, reliable and empathetic in the way you deal with customers, and colleagues.
- Able to work under pressure and meet deadlines and targets.
- Dedicated to continuously improving services for our customers.
- Positive about change, be adaptable and view change as an opportunity to improve services, performance and efficiency.

You will have:

- Excellent attention to detail and ability to work on a variety of tasks simultaneously, moving from one task to another quickly;
- Able to deal with a range of difficult problems and resolve these to the customer's satisfaction, exploring alternatives options to resolve the problem;
- You will have an impressive track-record of delivering excellent customer experience;
- Experience of managing and coordinating projects relating to repairs;
- Excellent written and verbal communication skills;
- Ability to work under pressure and meet deadlines and targets;
- Experience in coordinating and following up on work programme;
- Excellent written and verbal communication skills;
- Proven time management and prioritisation skills;
- Experience in investigating and reporting on numerous sources of data;
- Experience in dealing with a wide range of people including clients, staff, contractors and external agencies;
- Experienced IT skills which must include a high proficiency in Microsoft Excel;
- Experience of working in a customer centric environment with a commitment to a high level of customer satisfaction;
- Knowledge and understanding of an administration service and problem solving in the absence of key staff.
- Committed to work as a member of a team whilst being able to take on other views and opinions;