

Job title: Specialist Housing Coordinator

Line manager: Area Manager - Specialist Housing

Grade (if applicable): 5

Direct reports: None



Role Context:

At Peabody we are committed to helping our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

You will provide a high-quality customer focused support to the team of Specialist Housing Officers, who operate across a varied property portfolio.

You will work flexibly to coordinate resources and be the main point of contact between vulnerable Care and Support customers and Peabody as the landlord, to answer tenancy related queries and direct responses on their behalf. You will maintain tenancy records to a high standard and build relations with internal and external stakeholders, to ensure our vulnerable customers thrive within their homes.

You will help support people to live happily in the place they call home, working to maintain tenancies, and strive to assist customers to be good and considerate neighbours.

Key Results:

Being a focal point of contact for staff, customers, colleagues, and stakeholders

- You are solution focussed – customers/stakeholders and colleagues see you as the initial point of contact for housing enquiries and the provision of housing or tenancy related data.
- You efficiently resolve customers queries, escalating issues that need specialist attention to the appropriate Housing Management lead, whilst supporting with positive outcomes for customers.
- You maintain records to a high standard which include tenancy records and files and support your colleagues and peers to do the same.

Being integral to the void and empty property management process

- You arrange void works, working alongside the Housing Management teams to ensure properties are well maintained and let to decent homes standard.
- You will configure digital sign-up information and maintain records in line with regulatory guidelines.
- You will assist with the coordination of contractors to reduce void loss and maximise rental income.

Being confident to working to Peabody Policy and Procedures, recording regulatory data and compliance information

- You will implement relevant Health and Safety Policy and Procedures.
- You ensure that good practice is undertaken in accordance with providing a high-quality support around Health & Safety.
- You review and update Fire risk reports and co-ordinate completion amongst the Housing Management team.
- You will create CRM cases to assist in the safe case handling and swift resolution of customers enquiries.

Being at the forefront to assist with best practice of all Housing Management

- You support tenants in repairs reporting and outlining tenant and landlord repairs responsibilities.

- You liaise with the repair contractor to ensure an efficient repairs service is provided to tenants, escalating problems if they occur.
- You will ensure that service charges are set correctly and work with key stakeholders to produce data.
- You are on hand to monitor and support the team with managing ASB cases in line with Association policies.

Success metrics:

- Data that is your responsibility is correct and accurate.
- Fire Risk Assessment and Health & Safety checks are completed, and systems updated.
- Statistical data is collated and shared with Heads of Service; management reports are provided on time.
- Anti-Social Behaviour reports to the team are monitored and all cases are responded to within 24 hours.
- Anti-Social Behaviour action plans are produced and recorded to high standard.
- Notices of seeking possession are accurate and produced on time.
- Void and empty homes are relet well within 28 days operating target.
- Estate Inspections are recorded in pronto form, ensuring all inspections are completed on time 100% completion.
- Governance, risk management and regulatory compliance are maintained accurately and on time.

About you:

You will:

- Play an active and key role in achieving the Housing Management directorate's objectives.
- Represent the interests of the Housing Management directorate with stakeholders that you meet during your work.
- Contribute to the delivery of a learning culture which is open, honest and learns from mistakes, complaints, and other feedback.
- Externally represent and promote Peabody effectively by creating a consistent, professional, and positive image.
- Be committed to providing the highest standards of customer service/care.
- Kind and empathetic and respect the individual needs of the diverse range of customers you'll be dealing with.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Able to organise and prioritise your own workload as well as that of others, to ensure deadlines are met and targets achieved.
- An effective communicator.
- Able to interpret/evaluate straightforward numerical and statistical data.
- A problem solver, able to manage and resolve complex queries.
- Able to outside of contractual hours at times of emergency and/or in the evenings and at weekend events, as required.

You will have:

- Experience of working within the housing sector, including estate management, maintenance, tenancy enforcement, housing and welfare benefits advice, experience working in a challenging customer service environment.
- Sound working knowledge of Housing legislation and best practice within a Care and Support environment, delivering to those most vulnerable and at risk.
- Excellent time management skills and the ability to meet deadlines and achieve goals.
- The ability to maintain accurate records.

- Ability to quickly assess information and situations, make common sense decisions and communicate these clearly.
- Experience of monitoring performance of external contractors and service providers, taking remedial action as required.
- Working knowledge of the relative roles and responsibilities of the various statutory organisations who may be required to provide services to our customers.
- A demonstrable commitment to ensuring Equal Opportunities Policies and Procedures are applied to all aspects of the work.
- A positive disposition towards change, viewing it as an opportunity to improve services, performance, and efficiency.
- Experience of working with IT systems to monitor performance.
- A full enhanced DBS check