

## Role Profile

<b>Role Title:</b>	Delivery Coordinator
<b>Department:</b>	Assets and Delivery
<b>Role Purpose:</b>	To provide administrative support for the effective delivery of the In-house Maintenance Services ensuring delivery is in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
<b>Reporting to:</b>	Service Delivery Manager
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Basic DBS and Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Deliver excellent administrative support in line with Midland Heart policies and procedures covering fleet, facilities, performance.</li> <li>• To check and validate orders for completion and payment, including financial reconciliation of invoices and works orders against the technical work executed, both internal and sub contracted and providing feedback and challenge on variations of cost etc.</li> <li>• Provide administrative support to facilitate the delivery of a high quality maintenance services through Midland Heart's supply chain and direct delivery partners ensuring that operational objectives including KPIs are achieved.</li> <li>• Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.</li> <li>• Attend meetings as necessary and provide support producing minutes, action point and summary notes as required.</li> <li>• Work closely with the wider Midland Heart team to ensure that customers are provided with a seamless service and a high level of customer care in every aspect of the service is delivered.</li> <li>• Provide timely and concise reports in line with Midland Heart processes and procedures.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Assist in the production of team monthly KPI's and weekly statistics.</li> <li>• Processing of orders, invoices and other contract documentation/data within required timescales and input data on to the required IT system for the specific activity or area of business.</li> <li>• Investigation and approval of supply chain invoices within agreed limits.</li> <li>• Collate and control documentation for audit &amp; financial purposes.</li> <li>• To represent Midland Heart as required at internal / external meetings / events etc.</li> <li>• To undertake any other duties within the scope of the post, as directed by Midland Heart's management team and on occasions work in other areas of Midland Heart as required.</li> <li>• Financial Control and Value for Money</li> <li>• To ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations.</li> <li>• Fleet</li> <li>• To proactively monitor live use of vehicles and feedback comparisons of vehicle activity against completions and productivity recorded to provide the accountability of vehicle use and efficiency.</li> </ul>
<p><b>Education, Qualifications and Training</b></p>	<ul style="list-style-type: none"> <li>• GCSE English and maths at level 'C' or equivalent or ability to demonstrate suitable work experience necessary for delivering the role.</li> <li>• Full valid driving license.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of working within a similar maintenance operation.</li> <li>• Technical knowledge associated with domestic Repairs &amp; Maintenance.</li> <li>• Able to take accurate minutes of meetings and type up within agreed time scale.</li> <li>• Ability to work alone, and in a team.</li> <li>• Well-developed written and oral communication skills.</li> <li>• Possess intermediate building maintenance knowledge.</li> </ul>

	<ul style="list-style-type: none"><li>• Good planning, organisational and analytical skills.</li></ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"><li>• Professional approach to all aspects of service delivery.</li><li>• Understanding and commitment to the principles of equality and diversity.</li><li>• Resilience in all aspects of administration.</li><li>• A "can do" attitude.</li><li>• Team Player.</li></ul>