Role Profile

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| **Role Title:** | Defects Co-ordinator |
| **Department:** | Development |
| **Role Purpose:** | To coordinate Development defect repairs, support customers with defect repairs and assist contractor partners in defect repairs. Additional administrative support also provided to the development team in its procurement, development and completion of schemes. |
| **Reporting to:** | Programme & Compliance Manager |
| **Responsible for:** | NA |
| **Disclosure level:** | Basic DBS and Social Media Check |
| **Role Level:** | [Frontline Worker](file:///C:\Users\RANDZICH\Downloads\B&S%20Framework%20Role%20Levels\1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | * Be responsible for delivering an efficient and effective defects procedure/process. * Monitor daily and log defects as they come into the defects email inbox and also via telephone calls. * Act upon defect notifications by contacting customers to discuss the defect where necessary. * Prompt the appointed Clerk of Works or Project manager to inspect properties if required. * Liaison with the Customer Hub to inform them regarding defects liability periods and give advice on development addresses and information etc. * Liaise with customers about their defect repairs and assist them with booking appointment etc. * Assist customers with defects before raising a contractor call out (e.g. assist with re-pressurisation of boiler etc). This involves understanding common faults and common easy fixes. * Ensure all defects are attended to within the required timescales and to the satisfaction of the association and its customers. This includes following up and tracking defect repair completion and customer satisfaction. * Highlighting poorly performing contractors and assisting in managing improvements in their service. * Maintain records for monitoring purposes, track trends and report on ways in which development can improve the defect repair service. * To prepare and maintain the annual handover plan, including entry on the housing management database, assisting in its development and distribution of updated monthly reports. * Analyse defects on recently completed schemes including collating information from the Customer Service Centre and producing tables and pie charts from excel spreadsheets. * Assist in the annual review of contractors and consultants including producing spread sheets and charts. * Be responsible for cover of the defects desk and plan cover when on annual leave etc. * Be involved in the enhancement of the handover process in areas such as common faults, common issues that customers should be better educated on at handover. * Ensure that all documents are typed and stored on the PC in a timely manner and that hardware is maintained efficiently. * Answer general queries as required. * Ensure development invoices are managed appropriately and undertake validation prior to them being paid promptly ensuring Project Management software is up to date. * Filing of documents in scheme files and general files. * Oversee filing and archive system, both electronic and manual, to ensure compliance with audit requirements. * Assist Project managers to keep Consultant and Contractor records up to date. * Process incoming and outgoing daily post in accordance with agreed procedure. * To ensure, once received, that land contracts, way-leaves, easements, section Agreements, Board and other documents requiring signing and/or sealing are dealt with in accordance with procedures. * To assist with hard copy record Archiving and retrieval if required. * To oversee the day to day work load ensuring all work is carried out to the highest standards meeting timescales, KPI’s and standards set in Service Level Agreements. |

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| **Education, Qualifications and Training** | * Maths and English GCSE or Equivalent. |
| **Knowledge and Experience** | * Experience of providing excellent customer service at all times. * Experience of process improvement. * Sound working knowledge of using Microsoft office packages and other databases and email. * Northgate experience not essential. |
| **Role Specific Skills & Behaviours** | * Ability to organise and prioritise own and others work load to ensure that deadlines are met. * Excellent attention to detail. * Able to take minutes and partake during meetings. * Demonstrates use of initiative. * Understanding of and commitment to the principles of equality and diversity. |