

## Role Profile

<b>Role Title:</b>	Lead Coordinator
<b>Department:</b>	Repairs and Maintenance
<b>Role Purpose:</b>	Oversee the performance of the Delivery Coordinators, ensuring the seamless execution of maintenance works, including both in-house and subcontracted labour.
<b>Reporting to:</b>	Operations Manager
<b>Responsible for:</b>	Disrepair Coordinator and Damp & Mould Coordinators
<b>Disclosure level:</b>	Basic DBS and Social Media checks
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p><b>Team Management &amp; Coordination</b></p> <p>Provide leadership to the team, ensuring workloads are managed effectively and team members are performing in line with objectives.</p> <p>Conduct regular performance reviews and provide training and mentoring to build a high performing team.</p> <p>Minimise risk to Midland Heart by ensuring effective coordination of works, adherence to legislative requirements, and meeting service-level agreements (SLAs) and key performance indicators (KPIs).</p> <p>Effectively manage customer touchpoints within the team to ensure tenants are informed and engaged at all stages of work affecting their homes.</p> <p><b>Risk Management</b></p> <p>Ensure all works, whether in-house or subcontracted, are coordinated and delivered in a manner that mitigates risks to Midland Heart.</p> <p>Work closely with the Operations Manager to identify and address any risks identified within the delivery process.</p> <p><b>Service Assurance</b></p> <p>Ensure that all maintenance services are delivered efficiently, meeting deadlines and maintaining compliance with health and safety regulations.</p> <p>Collaborate closely with teams and subcontractors to ensure that work meets required standards and is completed within agreed timeframes.</p>
----------------------------------	--

	<p>Ensuring that the health and safety requirements are met in line with legislation and Midland Heart requirements.</p> <p><b>Tenant Satisfaction</b></p> <p>Oversee and ensure that tenants are informed at all agreed touchpoints, including scheduling in works, progress updates, completion and post inspection.</p> <p>Responsible for supporting on relevant tenant complaints to ensure they are dealt with efficiently and effectively, any lessons learnt are shared with teams across the team.</p> <p><b>Operational Delivery</b></p> <p>Oversee the administrative processes related to the coordination of works, including validating jobs, financial reconciliation of invoices, and reviewing work orders for both in-house teams and subcontractors.</p> <p>Ensure all documentation is accurate and up to date to protect Midland Heart from legal or financial risk.</p> <p><b>Performance Monitoring</b></p> <p>Lead the monitoring of team KPIs to ensure that performance metrics are being met.</p> <p>Provide reports on team performance, identifying areas for improvement and implementing solutions.</p> <p>Utilise all data and systems that are available to proactively drive individual and team performance.</p> <p><b>Audit &amp; Compliance</b></p> <p>Maintain comprehensive record keeping and documentation to support audits and ensure compliance with Midland Heart’s financial and operational policies.</p> <p>Regularly review and audit team adherence to internal controls and financial regulations to safeguard Midland Heart from risk.</p> <p><b>Stakeholder Engagement</b></p> <p>Represent Midland Heart in internal and external meetings, as required, ensuring that stakeholders are kept informed, and that Midland Heart’s reputation is upheld.</p>
<p><b>Education, Qualifications and Training</b></p>	<p>GCSEs in English and Maths at grade C or above (or equivalent).</p> <p>Relevant qualifications in housing, property management, or a related field (desirable but not essential).</p> <p>Evidence of ongoing professional development or training in</p>

	<p>leadership, health and safety, or project management would be advantageous.</p>
<p><b>Knowledge and Experience</b></p>	<p>Experience in coordinating maintenance or repairs services, preferably within a housing or property management context.</p> <p>Strong knowledge of domestic repairs, maintenance processes, and health and safety requirements.</p> <p>Experience in managing or overseeing a team, with a focus on ensuring compliance with SLAs and KPIs.</p> <p>Familiarity with scheduling systems, financial reconciliation processes, and contract management, including working with subcontractors and in-house labour.</p> <p>Excellent communication and organisational skills, with experience in customer service, ensuring high levels of tenant satisfaction.</p> <p>Ability to produce, review, and act upon performance reports, with strong attention to detail for auditing and financial documentation purposes.</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>Strong leadership and management skills, with a focus on driving continuous improvement.</p> <p>Ability to communicate complex findings effectively.</p> <p>Proactive approach to risk management and service improvement.</p> <p>Strong analytical skills to identify trends and support the development of strategic action plans.</p> <p>Excellent communication and stakeholder management skills, with the ability to influence both internal teams and external contractors.</p> <p>High level of IT literacy, including the ability to effectively use asset management and compliance software to monitor performance and reporting.</p> <p>Target driven, continually seeking ways to improve and develop colleagues to achieve great results.</p> <p>Team player who works collaboratively with peers both within their own team and across a wider organisation.</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Ability to travel across Midland Heart geography</p>