

Role Profile

Role Title:	Void Coordinator
Department:	Repairs and Maintenance
Role Purpose:	To carry out a broad range of administrative and coordination duties, supporting the seamless delivery of void property repairs and maintenance services (including both in-house and subcontracted labour) in a tenant-focused, timely, cost effective, customer focused and safe manner in line with budgets and KPIs.
Reporting to:	Contract Manager
Responsible for:	None
Disclosure level:	Basic DBS and Social Media Checks
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Operational Delivery</p> <ul style="list-style-type: none"> • Deliver the administrative processes related to the coordination of void property repairs and maintenance services, including validating jobs, financial reconciliation of invoices and reviewing work orders for both in-house teams and subcontractors. • The effective and efficient coordination of works, adherence to legislative requirements and health and safety regulations, whilst agreed meeting service-level agreements (SLAs) and key performance indicators (KPIs). • Ensure all records and documentation related to works is accurate and up to date. <p>Risk Management</p> <ul style="list-style-type: none"> • Ensure all works, whether in-house or subcontracted, are coordinated and delivered in a manner that mitigates risks to Midland Heart. • Work closely with the Lead Coordinator and internal / external stakeholders to identify and address any risks identified within the delivery process. <p>Tenant Satisfaction</p> <ul style="list-style-type: none"> • Ensure that tenants are informed at all agreed touchpoints, including scheduling in works, progress updates, completion and post inspection. • Support the investigation of tenant complaints to ensure they are
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	<p>dealt with efficiently and effectively, and that any lessons learnt are shared with and implemented in daily working practices.</p> <p>Audit & Compliance</p> <ul style="list-style-type: none"> • Maintain comprehensive record keeping and documentation to support audits and ensure compliance with Midland Heart's financial and operational policies. <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • 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>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • GCSEs in English and Math's at grade C or above (or equivalent).
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Experience of providing a broad range of administrative and coordination support to a maintenance or repairs services, preferably within a housing or property management context. • Working knowledge of domestic repairs, maintenance processes, and health and safety requirements. • Familiarity with works scheduling systems. • Working knowledge of financial reconciliation processes. • Working knowledge of contract management practices, including working with subcontractors and in-house labour.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Proactive approach to risk management and service improvement. • Strong analytical skills to identify trends and support the development of strategic action plans. • Excellent communication and stakeholder management skills, with the ability to influence both internal teams and external contractors. • High level of IT literacy, including the ability to effectively use asset management and compliance software to monitor performance and reporting. • Target driven, continually seeking ways to improve and develop performance to achieve great results. • Team player who works collaboratively with peers both within their own team and across a wider organisation.