

## Role Profile

<b>Job Title</b>	Coordinator – Community Investment & Tenancy Sustainment		
<b>Reporting into</b>	Community Investment & Tenancy Sustainment Manager		
<b>Directorate</b>	Neighbourhoods	<b>Working Style</b>	Hybrid/Office
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As a Coordinator for our Community Investment & Tenancy Sustainment team you will provide a crucial role in supporting the day-to-day operations of the Community Investment and Tenancy Sustainment team. This position will involve a variety of administrative tasks including maintaining records, arranging payments, and organising meetings and events. You will also respond to customer and stakeholder enquiries. This is a key role to ensure first class customer service and customer satisfaction.

### Key Areas of Responsibility:

- Provide an efficient administrative service to the Community Investment & Tenancy Sustainment colleagues and management team.
- Document management to include creating and editing reports, printing, letter writing, data entry and meeting coordination such as agendas and minutes.
- Manage the Community Investment mailbox, responding to all correspondence within a timely and professional manner.
- Maintain up to date and accurate financial records. Raising purchase orders, requests for payments to our suppliers, internal departments or customers where required through our finance system.
- Support with gathering relevant data, outcomes and case studies in relation to our reporting requirements for the team.
- Establish, maintain and manage accurate electronic and manual records related to Community Investment and Tenancy Sustainment activity, ensuring records are up to date and auditable.
- Assist with the design and organisation of Community Investment posters, surveys, and consultations, including mailshots and collate and analyse responses using appropriate computer software.
- Assist in the review and analysis of customer feedback to identify areas of improvement.
- Work alongside the management team and communications team to review website content in relation to Community activity.
- Liaise with external suppliers in relation to the supply/production of promotional material for the team.
- Resolving administrative issues and challenges efficiently.
- Manage your own workload with minimal supervision.

*This list is not exhaustive, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.*

### Skills, Knowledge, and Experience:

Skills, knowledge, and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Providing administrative and coordination support to a team.
- Experience of data entry and maintaining comprehensive information.
- Strong IT proficiency, particularly with MS Office (Excel).
- Excellent organisational skills with the ability to manage multiple tasks and priorities effectively.
- Able to work effectively and collaboratively as part of a dispersed team, showing commitment to team goals and values.
- Ability to inform the review of current work processes and design alternatives to identify and implement successful improvements.
- Experience of arranging, setting up and supporting internal and external meetings and events.
- Knowledge of social housing policy, good practice, current trends, and application. (D)
- Knowledge of an Information, Advice and Guidance service. (D)
- Clear and professional communication skills, with the ability to liaise confidently with internal and external stakeholders.
- Innovative and creative.



### Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Evidence of continuing professional development.

### Safeguarding and Lone Working:

- N/A.

### Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.



**We communicate effectively**  
*We ensure effective flow of information and ideas*

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills, and qualifications required for all roles at this level.