

Role Profile

Job Title	Coordinator – Estate Services		
Reporting into	Team Leader – Estate Services		
Directorate	Neighbourhoods	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As an Coordinator – Estate Services, you will efficiently deliver a customer focused support service to a high standard of accuracy. You will be the first point of contact for Estate Services related enquiries from customers, contractors and colleagues, and administer a portfolio of services including waste removal, grounds maintenance, cleaning, window cleaning, parking enforcement and key management. You will be primarily responsible for a defined geographic patch but will also be required to cover for colleagues in their absence to ensure continuation of service.

Key Areas of Responsibility:

- On a daily basis provide Estate Services advice and support to customers and colleagues via telephone, email and other channels, delivering a customer focused service to a high standard of accuracy and efficiency.
- Support the Customer Service Centre in the delivery of excellent customer service, resolving enquiries raised and keeping customers fully informed of next steps.
- Daily contact with Team Leaders, escalating cases where necessary.
- Provide comprehensive administration and support for estate services delivery in line with targets, budgets, policies, operational standards and statutory requirements.
- Support the delivery of estate and service contracts by working with service providers, ensuring value for money and agreed standards are met.
- Raise urgent Health & Safety works and bio-cleans when reported by customers and colleagues, monitoring response to ensure timely resolution within agreed Service Level Agreements (SLAs).
- Manage the purchase order process for Estate Services contractors and suppliers.
- Monitor shared mailboxes/CX groups and respond to all queries in a timely manner, within target SLAs.
- Establish and administer records electronically and manually in-line with company and statutory requirements.
- Collaborate with colleagues and residents to identify positive practice and new ways of working to deliver service improvements.
- Collate and assemble data and present in agreed reporting formats
- Access multiple systems concurrently to resolve or support resolution of issues.
- Use databases for recording, raising jobs and monitoring contractor performance.
- Liaise with customers and contractors to provide and receive feedback.
- Assist with meeting the regulatory requirements linked to communal area satisfaction
- Assist, coordinate and service events and meetings including minute taking.

- Work to maximise customer and colleague satisfaction and minimise complaints and customer dissatisfaction by proactively tailoring support services and partnerships to meet customer and colleague's expectations on a right first-time basis.
- Manage your own workload with minimal supervision.
- Assist in training new colleagues.











Skills, Knowledge and Experience:

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

- Experience in working in a customer service environment delivering high levels of customer care.
- Experience working in Housing or other fast paced service delivery sector.
- Ability to deliver high levels of customer care.
- Demonstrates a high level of patience and empathy with ability to naturally build rapport with customers.
- Ability to adapt positively to change in a fast paced, pressurised and reactive environment.
- Ability to accurately input/extract data and update records whilst communicating by telephone and email.
- Interpret plans, photographs and work schedules and be able to explain these to customers
- Use customer feedback and experience to improve the service offered.
- Experience providing a proficient and effective administrative service.
- Experience in an administrative or office environment.

Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Customer Service qualification (or equivalent experience through work or study). (D)
- Relevant qualification in Business Administration or equivalent. (D)

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

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

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.

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

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.