

Role Profile

Job Title	Senior Coordinator – IMS Hub		
Reporting into	Team Manager – IMS Hub		
Directorate	Property Services	Working Style	Hybrid/Office
Responsible for	IMS Hub team		
Level of Work	Level 2 - Supervisor/Team Leader		

Summary of Role:

As a Senior Coordinator for our IMS Hub you will provide leadership, performance and development of services. You will support the IMS Hub Team Manager, ensuring service delivery and customer satisfaction performance is achieved in line with our strategic aims, operational standards, organisational values and behaviours, in order to create a high performing team delivering against targets and to maximise outcomes for customer at LiveWest.

Reporting in to the Team Manager – IMS Hub, you will be responsible for a team of Administrators and Coordinators with immediate line management responsibilities, you will work with the team to support performance management and carry out one to ones and appraisals. You will use resources effectively and efficiently to achieve a high level of productivity within the team, ensuring that KPI's are met, whilst making certain our customers receive good customer service.

Key Areas of Responsibility:

- Undertake all aspects of line management duties including monitoring attendance and performance and encourage personal and professional development across the team.
- Monitor and support Administrators and Coordinators, ensuring day to day activities are well managed and delivered in accordance with organisational policy and processes.
- Identify and implement improvements in service delivery to increase job performance and customer satisfaction.
- Provide periodic management reports.
- Develop, build and maintain relationships and partnerships with colleagues across LiveWest.
- Plan responsive and planned works within the scheduling system to maximise the efficient use of resources to ensure targets are achieved.
- Communicate with internal stakeholders from across LiveWest regarding quality of work, compliance, timeliness or any issues pertaining to quality in service delivery.
- Operate within the appropriate policies and procedures, including Health & Safety requirements and regulations ensuring the working environment, property and our customers are safe and secure at all times.
- Support the Customer Service Centre (CSC) and communicate changes/issues.
- Responsible for maintaining reports relating to jobs and productivity.
- Responsible for providing an effective administrative and coordinating service.

Skills, Knowledge and Experience:

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.

Skills, knowledge and experience required for a Level 2 - Supervisor/Team Leader role, along with the below role specific requirements:

- Knowledge/experience in a customer repair role (social housing, retail or other).
- Experience in interpreting data and providing suitable outcomes with good data analysis and input skills.
- General understanding of responsive repairs or similar. (D)
- Experience of using a scheduling tool to plan works. (D)
- Experience of using resource scheduling software such as DRS or equivalent solutions. (D)
- Experience of using housing systems including: Civica CX, Uniclass URM or equivalent solutions. (D)
- Able to work under pressure and take a flexible and adaptable approach in order to meet customer and business needs.
- Demonstrate a customer first approach at all times.











Professional/Vocational/Academic Qualifications:

- Relevant qualification such as CIH level 3 or 4 (or willingness to work towards).
- Proficient level of literacy and numeracy.

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>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)

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.

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