

Role Profile

Job Title	Coordinator - Aftercare		
Reporting into	Aftercare Manager		
Directorate	Development	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As an Aftercare Coordinator you will provide high quality coordination support to enable the Aftercare team to deliver high quality customer service and ensure defects are addressed in a timely manner.

Key Areas of Responsibility:

- Monitor and triage incoming defect reports from customers and ensure allocation to relevant team member for action.
- Ensure all new home customers are contacted within 1 month of moving in, as a courtesy with information about defect reporting.
- Work with Development Delivery to obtain schedule of snags outstanding at handover, and record those as defects on CX.
- Liaise with Development Delivery to ensure above defects are completed in a timely manner.
- Coordinate End of Defects visits with Employers Agent and advise customers of inspection dates.
- Ensure all defects identified at End of Defects inspections are logged on CX.
- Support the team to monitor, chase and close down End of Defects works, and update systems accordingly.
- Provide copies of End of Defects lists to customers within 1 month of inspection.
- Ensure End of Defect customer sign-off records are received and filed.
- Produce weekly reports of outstanding defects from LiveWest systems and submit to contractors.
- Assist with obtaining quotations from external contractors for defect works to be undertaken in default.
- Raise purchase orders on behalf of the team.
- Process invoices along with updating the various systems accordingly.
- Prepare and circulate accurate minutes/ actions resulting from meetings.
- Support the investigation and response to complaints from customers relating to defects.
- Maintain records of spend against scheme retentions.
- Collate information to support colleagues in the team on common and recurring new home repairs.
- Coordinate any required group communication with customers on behalf of the team.
- Work collaboratively with asset management colleagues to support the resolution of latent defects.

Skills, Knowledge and Experience:

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

- Excellent customer care and advocacy skills.
- Knowledge of building and defects.
- Comprehensive understanding of NHBC and similar warranty policies. (D)
- Ability to assess difficult situations and provide solutions.
- Good communication skills with the ability to liaise effectively and professionally.
- Experience in a customer focused organisation.
- Ability to keep clear and up-to-date records with attention to detail.
- Ability to make a positive contribution to the development of procedures and controls which ensure the integrity of data.
- Ability to use the main Microsoft Office software and databases/systems.
- Experience of working in a housing related setting. (D)











Professional/Vocational/Academic Qualifications:

- Good 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)

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.