

Role Profile

Job Title	Coordinator – Asset Management Delivery		
Reporting into	Asset Delivery Service Support Manager		
Directorate	Asset Management Delivery	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Coordinator – Asset Management Delivery, you will ensure that our systems, liabilities, complaints and information is up to date and accurate. You will also work with the wider business to improve communications on Asset Management Delivery matters using customer feedback and experience to improve the service offered. You will deliver a customer focused administrative service to a high standard of accuracy. You will support the Service Support Manager to deliver projects in an efficient and effective manner and provide support to the Service Support functions

Key Areas of Responsibility:

- Monitor Asset Delivery Management inbox - keep up to date and answer queries.
- Coordinate requests for surveying input – assign cases to PMs/surveyors and keep records of ongoing and completed jobs or redirect to appropriate teams.
- Create, assign and close KRM/Open Housing/CX jobs as directed by Asset Delivery Managers and Regional Asset Delivery Managers.
- Process invoices and update systems accordingly (where required).
- Collate asbestos reports for planned works (where required).
- Monitor HHSRS reported cases and chase updates.
- Prepare information for disrepair cases and liaise with solicitors.
- Monitor and record progress of party wall notice cases.
- Raise purchase orders and works orders for the team.
- Prepare and send letters to customers. Arrange and attend meetings and take minutes.
- Provide support for the wider Asset Management team as required.
- Work with Service Improvement team to provide updates and support on complaints.
- Answer customer queries and provide information and support.
- Arrange team events and training, (e.g. ROSPA) and accommodation.
- Support with Service Support Projects to improve functions and efficiency within Asset Management.

Skills, Knowledge and Experience:

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

- Knowledge and experience of MS Office Suite.
- Experience working in an administrative or office environment.
- Good level of attention to detail and accuracy skills.

- Good organisation skills with the ability to deliver effectively when working to tight deadlines.











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)

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.

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.