

Job Title: Housing Repairs Co-ordinator		Business: Onward Repairs		Tier: 6	
Reports to: Housing Repairs Team Leader		Responsible for: N/A			
Purpose of role: To provide technical and general administration support to the Housing Repairs Team.					
Responsibilities			Skills/Experience		
<ul style="list-style-type: none"> Data entry and Administration Enter data into Onwards Asset Management systems ensuring good standards of data quality. Complete, issue and administer electronic contract set up and standard contract documentation for various projects. Raise works orders and update project details on the Asset Management systems. Pursue and monitor progress on individual projects and repair jobs and voids to ensure the Asset Management systems are updated and that contractor payments are made efficiently. Extract standard reports and produce ad-hoc reports as required. Provide support and advice to others in the team as an advanced user of the Asset Management systems. Administer the repairs pre/post inspection process for the region from receipt of Inspections due through to entering results into Onwards repairs system. Be the primary source of administration support to the repairs team, including contractor meeting minute taking, organising meetings, photocopying etc. Contracts and Budgets Check that all contractors being awarded work orders are accredited, including assistance in relation to the new supply contractor process, and waiver form process. Monitor contractor performance and customer satisfaction. Liaise with Accounts Payable/Contractors/ Project Managers and Repairs Specialists in relation to invoice queries and payments. Follow and Implement action plans to address budget variances. Ensure that delegated authorities are adhered to. 			Essential: <ul style="list-style-type: none"> Experience of delivering customer service Experience of partnership working Experience of working as part of a team IT skills – Microsoft office to Intermediate level Experience of following set policies and processes Desirable: <ul style="list-style-type: none"> Knowledge and awareness of related housing regulations/ law Understanding of Budgetary controls Knowledge of Sub-contractor and repairs services 		
			Qualifications		
			Desirable: <ul style="list-style-type: none"> Educated to GCSE standard or equivalent qualification/ experience Knowledge and understanding of building construction, property maintenance and planned investment 		
Values			Other		
Our Values of Respect, Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are: RESPECTFUL to our customers and each other CREATIVE in our approach and ambition EXCELLENT at delivering meaningful services to our customers			A Full UK Driving Licence and access to your own car		No
			Mobile working required		Yes, from regional offices
			Other: Office Based from a regional office Accrington, Didsbury, Watson Building		

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required