

Reactive Works Co-ordinator

OUR VISION

*To make the very best use of our resources
so we can provide new affordable homes
and a fair deal for existing residents*

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 15,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully when taking action so that they know we care.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Team work and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION

Post: Reactive Works Co-Ordinator

Direct Reports: None

Regular Contacts: **Customers**
Field Technicians
Customer Services teams
Stakeholders and partner organisations
Repairs Managers
IW managers
SCP's
Suppliers (Materials etc)

RESPONSIBLE TO: Reactive Works Team Leader

JOB PURPOSE:

KEY ACCOUNTABILITIES:

- Maintain and Schedule an allocated Work Stream, ensuring all jobs are booked with SLA, and customers are kept informed of progress of works.
- Allocate Specialised Works to our Assigned subcontractors, When we cannot complete using DLO
- Productivity- Ensuring allocated Engineers schedules are productive, (inclusive of ensuring they are all in correct postcode and schedules are optimised ensuring engineers have work allocated at all times.
- Emergency Allocation- Ensuring all emergencies are attended to and allocated with SLA, optimising opportunities to allocate during the day to provide excellent Customer service and reduce the cost to the business for the ooh service
- Liaising with Senior Engineers to ensure any complex repairs and enquiries are managed and dealt with efficiently, ensuring a positive outcome
- Ensure All works booked Adhere to our Legal and contractual obligations. Ie (Asbestos Checks), Data protection etc.
- Planning- Ensure allocated Engineers schedules are managed effectively, ensuring weekly Schedule Checks are carried out identifying any opportunities to optimise productivity.
- Effective administration of the jobs issued ensuring all documentation is correct and updated.
- Cross team support - Making an effective contribution to the achievement of team's objectives and targets, liaising with customer services, field operatives and sub-contractors
Providing support to all functions within the technical team's remit – this will cover Reactive repairs and maintenance, Routine Internal and Routine External works.
- Liaising effectively with all colleagues within the Group and third party service providers and 'adding value' to the service experience.

- Providing support to the team leader as required on project related work and allocated tasks. (inclusive of KPI's and contractors)
- Provide Support to The Operations Managers, and Team Leader Ensuring all priority works are booked in inclusive of Disrepair Cases, Asset Referrals and Complaints.
- Take personal responsibility for adhering to Group policy including the Data Protection Act and other legislation, i.e Health and Safety and Safe Work practices ensuring that risk to the organisation and our customers is minimised appropriately.
- Provide support across the business ensuring all email enquiries are responded to in line with our SLA, and Departments are kept updated
- Authorising invoices to the value of £250
- Issuing referrals to IW teams (inclusive of Doors, Windows and Kitchen and Bathrooms).
- Striving to achieve Paradigm's vision by behaving consistently with our values and goals.
- Identifying and making use of the opportunities for your own personal development as appropriate to this post with the line manager.

LEVEL OF AUTHORITY

- Authorising invoices
- Issuing work to Sub contractors within authorised values
- Determining priorities of works

There are no direct reports but you will be expected to influence and work closely with all team members, problem solving and working together to find solutions and effective resolution to issues.

You will report to the Reactive Team leader and Senior Scheduler in their absence, and are to escalate any situations which fall outside of the technical team remit in line with policy and procedures. You are also encouraged to seek support from your line manager in the event you are unsure how to deal with a situation.

To take ownership and responsibility for actions required to ensure customer satisfaction is achieved and the field operatives are supported effectively.

REQUIRED OUTCOMES FROM POST

Success in this post will be measured by:

- Effective management of the schedules
- Effective re booking of works-within SLA
- Responsive, caring and providing effective service provision in accordance with agreed performance measures and our customer care standards.
- Creative approaches to value for money initiatives, and the effective delivery of service.

Key performance measures including:-

- Team targets relating to administration and support processes.
- Team targets relating to Follow on Works, Work in Progress (WIP)

- Team targets relating to job priorities / times frames in line with PML and PHG performance requirements
- Team targets relating to Quality of Service
- Issuing of emergencies within timeframes
- Finding additional works within timeframes
- Personal contribution to achieving agreed targets

PERSON SPECIFICATION

- Previous experience in customer services, either in a call-centre / service centre operation or property maintenance environment. (E)
- A Team Player with the ability to communicate well across all levels and support colleagues. (E)
- A methodical approach with strong problem solving skills to maximise effectiveness in the role.(E)
- Working in a fast moving and ever changing environment, with the ability to stay calm under pressure and prioritise tasks effectively.(E)
- Computer literate with the ability to use Microsoft Office, MS Outlook, Internet solutions and service call logging system.(E)
- A customer focussed approach to ensure customer satisfaction is achieved.(E)
- An understanding of procedures and processes relating to housing services and field maintenance operations (P)
- Handling maintenance calls, Technicians and customer services administration (P)
- Supportive approach to Technicians and internal and external colleagues (P)