

Role Profile

Role Title: Defects Co-Ordinator

Business Area: Development

Department/Team: Defects Team

Reports to: Defects Manager

Direct Reports and span of control:

Dimensions (budget holder, level of contract/systems etc responsibility):

Created/Reviewed date: 7th November 2019

Role Purpose

To assist the Defects Manager with the management of defects resolution process for all Rented, Shared Ownership and Open Market properties on behalf of Aster. To successfully co-ordinate all defects effectively and efficiently by liaising with internal and external stakeholders and ensuring high customer satisfaction levels are maintained.

Key Accountabilities

1. To liaise and build strong relationships with internal stakeholders. This can include liaising with the Development Teams to co-ordinate handover of scheme information and key documents. Where necessary provide training and feedback to Contact Centre Staff to help improve defect diagnostics and/or improvement of the process to enable the effective management of defects.
2. To liaise and build strong relationships with external stakeholders to agree the satisfactory resolution of defects and review and analyse where necessary to ascertain the right course of action.
3. To provide a point of contact for customers, contractors and developers to assist in the resolution of defect queries and to co-ordinate and manage responses to provide regular updates to our customers and internal colleagues with advice and guidance as required.
4. To assist the Defects manager in reviewing the performance of Aster's contractors and developers and assist with analysis of the defects reported to identify trends in terms of performance or product specification.
5. Update the Development teams as required to allow appropriate actions to be considered.
6. To provide a good quality of service to our customers in resolving their queries and ensuring their defects are resolved.
7. Develop and maintain knowledge of issues relevant to the role, legislation and statutory requirements
8. Actively support the vision and values of Aster in respect of the delivery of service to its residents and other customers and Promote and maintain a customer focus in line with the Aster Group Customer Charter.

Role Profile

9. Comply with the Company's policies and procedures including ensuring that the Aster Group Equality & Diversity Policy is fully implemented at all times as well as promoting and maintaining an active approach to health and safety, in respect of yourself, colleagues and customers.

Experience and Qualifications

1. Hold a suitable qualification such as an NVQ in Customer Care Level 3 or similar and have working knowledge of building defects, current legislation and related technical practices to enable successful defect diagnostics and understanding of defects resolution as well as their impact on the business.
2. Capable of working under own initiative, with strong communication skills to influence the right outcomes for the business and ensure the ability to summarise detailed information and effectively communicate with customers, team members and others.
3. Committed, flexible and self-motivated and with strong team working skills and able to build strong professional relationships with internal and external stakeholders.
4. Excellent verbal and written English and strong IT skills with the experience in using Microsoft applications, essentially Excel and Word to allow the ability to interpret and diagnose reported defects and maintain relevant databases to the role (ROCC)
5. Proven experience in delivering excellent customer care by working in a similar role within the Housing and/or construction industry with commitment to setting and delivering high standards with a clear understanding of the importance of customer service.
6. Access to transport