

# Role Profile

## Role Title: Home Move Coordinator (asset)

**Business Area:** Housing

**Department/Team:** Voids and lettings

**Reports to:** Voids and Letting Home Move Manager

**Direct Reports and span of control:** no direct reports, works across Aster Group

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

**Created/Reviewed date:** April 2024

### Role Purpose

To support successful delivery of the active asset disposal project on time and to budget. With primary responsibility for engagement and ongoing liaison with customers to support them through the decant journey. Working in close collaboration with internal colleagues in Development, Communications, Maintenance, Strategic asset Management and Housing, as well as external partners and other key stakeholders such as legal advisors and local authorities. The role involves working with customers from diverse backgrounds, often with complex needs; excellent communication skills, an empathic nature, adaptability and a solution focus are all essential qualities needed to ensure success in the role.

### Key Accountabilities

- Utilizing asset and customer data, prioritise cases qualifying within the active asset disposal strategy.
- Manage a caseload of high profile or complex cases to ensure residents and stakeholders (internal and external) are kept informed on progress.
- Mitigate any reputational risks to the organisation.
- Build relationships with partner agencies.
- Work with suppliers of services and be the face of the organisation for both the customer and contactors when required. Provide or arrange the support required for each customer before, during and after moving day.
- To manage and organise accommodation and removals to facilitate a seamless move where possible.
- Working in a customer focused way, proactively engage through regular emails, telephone calls and in-person meetings; ensuring customers are responded to in a timely manner and kept up to date.
- Create and develop relationships with the internal teams, Local Authorities and housing solutions agencies to identify suitable move on options for customers.
- Develop a bespoke decant package for each customer, including a financial and practical offering to facilitate a successful decant.
- To arrange and lead meetings with contractors when required, proactively managing them and ongoing works to ensure cases are monitored.
- To lead on case reviews, creating a great customer journey and action plans to monitor, sharing learnings to ensure expectations are met.
- Participate in project group meetings, providing regular and ad hoc updates as required.
- Report on progress and other key information relating to the wider team.

# Role Profile

- Report any risks or concerns to the Senior Project Managers and stake holders where required, supporting in identifying solutions, and driving continuous improvement in the team.
- To be innovative in looking at alternative options for accommodation to reduce decant accommodation spend.
- To verify and manage approvals for all payments associated with decants, looking at achieving quality and value for money in all areas.
- To maintain accurate records suitable for audit and compliance purposes.
- To work in a way that reflects and sets a model of behaviour that is consistent with Aster's values.
- To take responsibility for own personal development, updating knowledge of changes in legislation, best practice and other developments relevant to the post holders service and which affect the wider business.
- To undertake such other duties and responsibilities as may be specified and that are commensurate with the level of the job.

## Experience and Qualifications

- Customer service experience in a housing, development or asset management field
- Excellent written and verbal communication skills, with the ability to adapt style according to requirements of the individual or audience.
- Experience or ability to work with colleagues at all levels, and customers from diverse backgrounds with a range of needs.
- Experience developing and adapting customer communications.
- Good understanding of safeguarding and customer vulnerabilities
- Good understanding of housing and tenancy law
- Good level of IT skills, including proficiency in Microsoft Office suite and Customer Relations Management databases
- Ability to handle internal and external enquiries independently in a confident, professional and competent manner.
- Ability to follow instructions, organise and plan daily workload to known deadlines and project requirements.
- Ability to evidence the Aster Way values and behaviours.