

Job Description

Job title:	Property Services Coordinator
Reports to:	Property Services Team Leader (Voids & Responsive)
Responsible for:	No line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

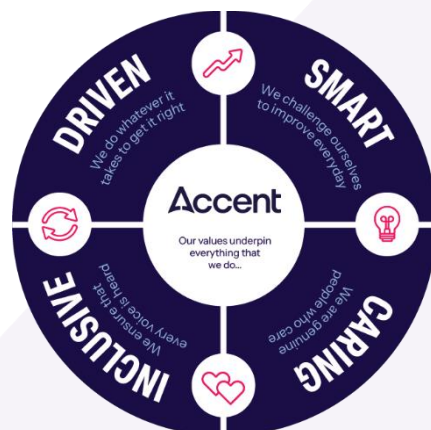
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Property Services Coordinator, your primary focus will be supporting Building Services Managers and the Head of Property Services with the delivery of responsive repairs to our homes. You will work closely with Building Services Managers and internal colleagues in the management of damp and mould and property alteration cases. You will deliver excellent customer services by making follow up calls to customers. By maintaining high levels of data accuracy and robust reporting, you will contribute to continuous service improvement, playing a key role in ensuring Accent provides homes people can be proud of.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role as Property Services Coordinator, you will uphold corporate values through excellent communication and prioritisation skills. Your proactive approach will help foster a strong team working environment and provision of excellent customer service. You will provide high levels of service delivery and in a timely manner.



Key Responsibilities and Duties

- Supporting the Building Services Managers and Head of Property Services, in the delivery of the responsive repairs to our homes.
- Support the management of damp and mould cases by having responsibility for the damp and mould spreadsheet, managing all follow up calls to customers.
- Be the key link for the property alterations process, liaising with colleagues and customers to ensure an efficient and effective service is provided for all alterations.
- Supporting contractor payment processes to ensure suppliers are paid in a timely manner and in accordance with their contract conditions.
- Providing administrative support to Property Services team
- Ensuring high customer satisfaction for our repairs
- Ensuring all repairs post inspections are carried out, auditing completion and reporting regularly to Head of Property Services
- Support the Building Services Managers to review overdue works orders and associated information to identify the appropriate actions, liaising with colleagues and contractors where necessary and updating the Housing Management system accordingly.
- Support the Building Services Managers to investigate unmatched purchase orders to determine whether the order has been completed, reviewing accounts information and payment certificates to identify the current payment status and updating the Accounts system where appropriate.
- Assist in processing invoice requests prior to payment for relevant repair types, assisting both internal and external colleagues with invoicing management.
- Reconciling orders against invoices, challenging discrepancies with contractors where required.
- Carry out quality checks on outgoing repairs orders for accuracy and appropriateness.

The must haves:


- Experience in a repairs and maintenance environment
- Excellent communicational, organisational and prioritisation skills at all levels
- Ability to work with teams across the business and customer services skills
- Ability to provide information in a timely manner to ensure service delivery
- Knowledge of finance and housing management systems
- Advanced skills in the use of Microsoft Office, especially Excel
- Numeracy and literacy skills essential.
- IT literacy, confident in use of MS Office applications as well as the ability to use company operational software
- Ability to work under pressure and to tight deadlines
- Understanding of payment processes and ability to assist contractors with invoicing management
- Ability to reconcile orders against invoices received and challenge any discrepancies

The added extras:

- You'll be adept at change, having got hands on experience living and breathing new ways of working and knowing how to bring your colleagues along for the experience.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

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