

Job Description

Job title	Coordinator - Operations Support
Profession	Business Administration & Support
Band	F
Directorate	CCO (Customer)
Accountable to	Operations Support Team Manager

Job Purpose:

Working in a fast-paced busy environment, the role will have responsibility for all activity necessary to achieve the successful completion of customer appointments within the area of responsibility, planned, compliance and repair, ensuring all regulatory obligations are met and customer experience is optimal.

The role will further ensure that delivery across the SNG stock profile is effective, consistent, and compliant by following established processes and procedures, while also monitoring Tenants Satisfaction Measures (TSM) data, and contributing to evolving operational workstreams within the department.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Operations Support Team Manager, this role will help with the delivery of both our operational, regulatory and financial goals.

Key Accountabilities:

- Case management for all Awaab's Law/ High Risk cases, ensuring timely responses and full compliance within legislative requirements
- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Promote a positive collaborative culture of property services and building safety and compliance. Take personal responsibility for escalating any concerns.
- Work collaboratively with other teams, internal and external and all business areas.
- Work flexibly across business areas to support peaks and troughs in workload.
- Build a partnering relationship with field stakeholders.
- Identify near term/real time resourcing requirements for Property Services field based operations to enable proactive intervention and avoid risk.
- Seek opportunities to improve performance and offer solutions.
- Assist in the provision of performance information.
- Ensure all data and information are accurately recorded in the appropriate systems.
- Maintain all appropriate systems with accurate information.
- Ensure property and operative are equipped to enable a successful outcome.

- Provide a first point of contact within your area for business partners.
- Run and monitor appropriate reports to ensure targets are being achieved and operatives are fully utilised.
- Assist in complaint resolution.
- Use processes and systems in a way that ensures a consistent approach across all relevant teams.
- Ensure understanding of regulatory obligations, business responsibility, compliance legislation and law to a high level – including compliance related processes and procedures.
- Establish and maintain effectiveness by developing strong working relationships with team members, business stakeholders and contracting partners whilst observing SNG's policies, procedures, and ways of working.

Financial

- Ensure compliance and consistency in delivery to support budget delivery.
- Follow business processes to ensure expenditure and compliance targets are met.
- Support delivery of improvement programmes and projects to agreed performance.
- Ensure purchase orders and invoices are process correctly and costs recovered.

Data and Compliance

- Use data to help drive continuous improvements to existing processes and systems.
- Ensure the correct storage and reconciliation of data and certification.
- Ensure processes & reporting ensure SNG remains compliant.
- Monitor and maintain accurate TSM data, monitoring reports and identifying trends or areas for improvement.
- Ensure SNG meets all compliance and regulatory obligations across planned, responsive, and statutory workstreams.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience of operating within a fast paced highly regulated environment.

- Ability to use multiple systems and understand how they communicate and interact.
- Excellent decision-making skills, enabling responsive action to ensure the best customer outcome.
- Evidence of excellent customer service achievements in a busy delivery environment.
- Excellent communication and interpersonal skills.
- Confident managing frequent and high-volume phone calls with customers, trades and contractors

Desirable

- Ability to be flexible and support colleagues during periods of high workload.
- Ability to propose creative solutions that drive improvement.
- Ability to interpret and use complex data.
- Excellent stakeholder management skills with demonstrable ability to engage and influence others to deliver the best outcomes.
- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams.
- Ability to communicate responsibilities to data users and assure the proper use of data within the Customer Data domain.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- High level understanding of safety compliance processes and procedures and ensuring these are followed at all times to manage risk to customers and the organisation.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	4832	Rebranded / Jaclyn Jenkins	05/2025	
2.0	4832	Rachel Matthews	22 May 2026	