

Job Description

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

Job Purpose:

The role will support delivery of the London and Herts responsive repairs and maintenance service through effective management of disrepair works and projects. Support SNG's adherence to the disrepair protocols and legislation.

The role will act as first point of escalation for internal and external stakeholders, ensuring that effective case management is undertake and the customer needs are met. Ensure that SNG customers receive an excellent responsive repairs service through good quality communication and effective contractor management.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

With the direction set by the Contracts Manager - Disrepair, this role will act as the first point of escalation for complex repairs, with the autonomy to make decisions in order to resolve customer issues where escalation is not required. This role is responsible for delivering effective customer case management, with autonomy to take non-financial decisions to manage cases to a close.

Key Accountabilities:

- Work closely with Property Services team and management to deliver complex repairs in a standardise process throughout the localities model.
- Maintain disrepair cases processes, ensuring tracker and systems are updated accurately in order to maintain compliance with disrepair protocols and legislation.
- Schedule and allocate surveyor inspections, ensuring that systems are updated accurately and within an appropriate timescale. Support surveyors with the administration of any actions resulting from inspections.
- Work closely with Commercial team to ensure that financial standing orders are complied with and value for money is achieved at all times.
- Ensure management of relationships with internal and external stakeholders, ensuring proactive and good quality communication is delivered at all times.
- Ensure effective management of customers, ensuring timely and good quality communication is maintained, any specific needs or vulnerabilities are identified at the earliest stage and accommodated for as appropriate.

- Manage and report on disrepair related repairs and project works, ensuring effective allocation and delivery of works.
- Effectively manage relationship and communication with solicitor representing both SNG and our customers.
- Act as first point of escalation from internal stakeholders and contractors to ensure risks are mitigated for and follow on actions are completed.
- Proactively work on high-risk cases to prevent escalation to complaints or disrepair process.
- Effectively manage contractor workloads to ensure that they are meeting contractual targets and providing a high standard of services to our customers.
- Manage caseload on Customer Hub (MS Dynamics) to ensure that cases are actively managed and closed within an appropriate timescale.
- Ensure good quality information is provided by contractors, and this is translated accurately into SNG's systems such as NEC and Customer Hub.
- Work with management and colleagues to effectively triage repairs, ensuring the accurate allocation of repairs.
- Escalate emerging issues to management and support management with resolution as directed.

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

- Excellent communication skills
- Previous experience in providing excellent customer service to customers. Ability to build positive and constructive working relationships with colleagues and contractors.
- Ability to manage competing priorities.
- Excellent organisation skills and the ability to repeatedly prioritise workload.
- Ability to work under pressure in a fast-changing environment.
- Good level of proficiency in Microsoft application such as Word, PowerPoint and Excel.
- Good level of proficiency in analysing and interpreting data.

Desirable

- Demonstrable ability to manage third party contractors.
- Understanding of financial process and able to demonstrate commercial acumen.
- Able to remote diagnose simple repairs from photos and conversations with contractors.
- Ability to effective triage repairs.
- Understanding of disrepair legislation and protocols.

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	4817	Patrick Flynn	16/04/2025	
2.0				