# Role Profile

## Role Title: Central Team Co-ordinator

**Business Area:** Customer Services
**Department/Team:** Maintenance - Central Team
**Reports to:** Central Team Supervisor
**Direct Reports and span of control:** None
**Dimensions (budget holder, level of contract/systems etc responsibility):** Technical Operational Support
**Created/Reviewed date:** November 2019

### Role Purpose

To provide efficient technical operational support to the Maintenance department within AM&M, ensuring that Aster's vision, managing and maintaining our homes to a good and compliant standard within time parameters is delivered. Contributing to the development and implementation of the vision, Corporate Strategy, culture and organisational effectiveness.

Work jointly with the operational teams to ensure all operational resources are used in the most flexible and efficient way to maximise productivity and provide good customer service in conjunction with the landlord strategy.

Responsible for day to day management and creation of the out of hours rotas, OOH payroll, trades van stock materials and coordinating customer recharges. To act as a flexible resource within the team and provide support to both North and South regions.

To be an expert in your area whilst having transferrable working knowledge of other areas to create flexibility and maintain a high service level.

### Key Accountabilities

- To maintain departmental databases, spreadsheets, word documents and provide expertise in respect to all databases
- Administrate the Electronic Van Stock process to ensure compliance is undertaken
- Co-ordinate the purchase of materials and/or hire of specialist equipment required and ensure that suitable records are kept
- Maintain accurate up to date records relating to own work area ready for access for audit and inspections.
- Assist with the management of Duty Officer and operatives Out-of-Hours rota to ensure suitable cover and that all parties involved are informed of critical information connected with the effective and efficient delivery of this service.
- Ensure all OOH works are logged onto the system and any further works required are raised in a timely manner.
- Create and manage Annual and weekly Out of hours rotas across the business.
- Manage, all out of hours operational digital diaries across the business to make best use of the skills and expertise available, maximising efficiency and productivity.
- Take ownership and responsibility of OOH's specific diaries while always maintaining flexibility and cover for the whole team.
- Assist with the process of invoices from subcontractors ahead of payment.

- Establish and maintain suitable and on-going communication with sub-contractors, ensuring that targets are controlled, and all key personnel are kept informed of progress and advised of any factors which may impact on the scheduling of work.
- Take a lead and co-ordinate records with regards to Customer Recharges. Ensuring all procedures and processes are followed.
- Assist with the process of all RTB and ensure details are recorded on systems.
- Co-ordinate the purchasing of PfH cards, maintaining database.
- Respond to changing priorities in order to achieve Aster's vision and landlord strategy
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all.
- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome.
- Deliver technical, specialist support to all operational departments.
- Ability to work in a constantly challenging environment with conflicting priorities.
- Work closely with Finance teams and budget holders in line with finance procedures.
- Assist with key Health and Safety records for Asbestos Safe Working Method Statement and Accident/Incident Reports.

***Complexity***

- Respond to changing priorities in order to achieve Aster's vision and landlord strategy.
- Administrate the Electronic Van Stock process to ensure compliance is undertaken
- Assist with the process of invoices from subcontractors ahead of payment.
- Create and manage Annual and weekly Out of hours rotas across the business.
- Establish and maintain suitable and on-going communication with sub-contractors, ensuring that targets are controlled, and all key personnel are kept informed of progress and advised of any factors which may impact on the scheduling of work.
- Deliver technical, specialist support to all operational departments.
- Ability to work in a constantly challenging environment with conflicting priorities.

The above require thorough analysis, experience and knowledge to be applied when dealing with various operational teams, who have differing specialist portfolios, conflicting priorities and service deliverables.

***Impact***

- Take ownership and responsibility of specific diaries while always maintaining flexibility and cover for the whole team – This role is completely accountable for daily short-term decision making, ensuring maximisation and efficiencies of operational resource. The impact is that if this wasn't achieved then there would be financial losses and Aster would not meet its legislative obligations.
- Work closely, maintaining effective communication with a variety of stakeholders including customers, colleagues, contractors and suppliers; building strong rapport and relationships with all – Need to be empowered to make the right decision for business requirements to prevent a reduced level of customer service.

- Deliver technical, specialist support to all operational departments – Service delivery would be compromised.
- Assist with key Health and Safety records including Asbestos Safe Working Method Statement and Accident/Incident Reports – Risk of non-compliance/legal action and colleague safety.

***Influence***

- Take ownership of any issues or complaints that may arise, actively seeking solutions to problems to achieve a satisfactory outcome.
- Work closely with Finance teams and budget holders in line with finance procedures.
- Act as point of contact for many enquiries made to the department, both by phone and email, primarily from customers, through to internal Departments and external companies, will focus on gathering facts, responding to requests and seeking wider information.
- Confidently and positively challenge decisions and processes, drawing on technical knowledge and expertise to influence efficiencies and better ways of working.

***Resources Management***

- Required to manage own time and liaise with other stakeholders (internal and external) as appropriate to maximise outputs, efficiencies and stakeholders' satisfaction.
- Responsible for the effective updating/upkeep of databases and records within the operational business area.

## Experience and Qualifications

- Educated to GCSE Standard (or equivalent), including passes in English and Maths.
- Confident user of Microsoft Office suite, CRM databases,
- Able to think strategically and translate in to practical and achievable work plans.
- Clear and concise communication skills both written and verbal with internal departments and suppliers in a confident, professional and competent manner.
- Creative and practical problem-solving abilities
- Managing paper and electronic data storage and retrieval systems
- Understanding the importance of customer focus service delivery
- Ability to organise and plan daily workload to known deadlines and operational requirements