Role Profile

Role Title: Decant Coordinator

Business Area: Customer Service
Department/Team: Housing – Neighbourhood
Reports to: Senior Neighbourhood Officer
Direct Reports and span of control: N/A
Dimension: Operational
Last Updated: October 2026

Role Purpose

To support the Neighbourhoods, Independent Living and Property Services Teams in the delivery of a customer focused temporary move process. Coordinate the practical arrangements ensuring effective management of the process, timely communication and value for money whilst ensuring the customer remains at the heart of the service by minimising the length of time they are displaced from their home.

Key Accountabilities

- Be the key internal contact and lead for planned and emergency decant related tasks, liaising with the wider business and customers as required.
- Liaise with customers and the Neighbourhoods and Independent Living Teams to explore vulnerabilities and circumstances to make sure accommodation requirements are fully understood.
- Take ownership for the decant arrangements and communications at the start and end of the process.
- Research and book appropriate accommodation, travel and moving arrangements for customers with consideration being given to the suitability of accommodation bearing in mind any customer/household vulnerabilities.
- Liaise with our property services team to understand timescales and obtain updates to ensure a seamless approach for temporary accommodation provision, maintaining accurate records of delays or variations that impact the duration of any decant.
- Work closely with Neighborhood Officers and Independent Living Housing Officers throughout to ensure customers are kept up to date and arrangements are made for their return home.
- Raise purchase orders for services and review invoices reconciling agreed spend.
- Review and process customer payments for living allowances and expenses for approval in line with policy and procedure.

- Track and monitor spend in line with budget considerations, ensuring value for money is central to spend.
- Work with our Insurance Team, ensure relevant information is prepared to support claims.
- Maintain a clear audit trail to monitor all potential and active temporary moves, recording timescales and costs for each case.
- Record accurate notes on our agile working and CRM system to ensure a consistent customer experience.
- Be an integral and valued part of the Neighbourhood's Team contributing to how we can improve the customer experience and services.
- Develop and maintain collaborative working relationships with internal departments and other external agencies.
- Signpost customers to the appropriate support where required including referrals to partner agencies and tenancy support services.
- Refer safeguarding matters to the Neighbourhood Officer or Independent Living Housing Officer, so that situations can be investigated and referrals are made in line with our Safeguarding Policy and Procedure.
- Ensure you are up to date with policies and procedures.

Complexity

A proportion of the role is routine following prescribed processes set out in policies and procedures but the nature of the circumstances surrounding the requirement for a temporary move and possibly vulnerabilities of our customers may require professional curiosity, problem solving and escalation for decision making.

Impact

The most impactful decisions of this role will be identifying and securing suitable accommodation provisions for our customers who need to temporarily move out of their homes. In some cases, the decision might not be favourable to the customer, and the decision will need to be communicated with empathy and understanding. In some situations, our customer may have experienced a traumatic experience leading to the loss of their home.

The role comes with responsibility to respond to both planned and emergency situations to provide support to our customers and internal teams involved in the managing the decant process.

Influence

The role will require interaction with internal teams, external agencies and private companies. Good negotiation and collaboration skills will be needed to influence and obtain the best outcomes for our customers in difficult situations, whilst achieving value for money for the organisation and keeping costs to a minimum.

The collaboration and communication with internal teams specifically will influence the effectiveness of the process ensuring the length of time a customer remains displaced from their home is kept to a minimum and that timely updates are available to all parties involved.

Resources Management

Accurate record keeping and efficient processing of invoices and payments etc will ensure visibility of performance, workload and cost.

Experience and Qualifications

Essential

- Excellent verbal and written communication skills with the ability to adapt to a range of customers.
- Excellent organisational skills to manage a busy and varied caseload with competing deadlines
- A positive team player who can work under pressure.
- Use of initiative to prioritise and problem solve quickly and effectively in pressurised environments.
- Excellent attention to detail.
- A ‘can do’ attitude and values and behaviours which align with ‘The Aster Way’
- Experience of working with vulnerable customers
- Understanding of equality, safeguarding and reasonable adjustments.
- Ability to negotiate and manage difficult conversations
- Experience of working in a challenging customer facing environment.
- Sound IT skills and digitally proficient
- GCSE pass (grade 4) or equivalent in Maths and English
- Driving licence and own transport

Desirable

- Understanding of Housing Management and landlords’ services
- Experience of using CRM systems to record customer contact.

General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- If the role is a people leader, they will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.