

JOB DESCRIPTION

# Court Coordinator

**Department** Customer Services

**Responsible to:** Housing Officer

**Responsible for:** Court Staff (Cleaner/Handyperson/Gardener)

**Main duties of the post:**

* Ensure the smooth running of the Court
* Provide a housing service to Court tenants and applicants who wish to reside at the Court

**General:**

**Tenant Services:**

* To encourage social activities through the tenants’ Social Committee.
* To keep a list of emergency telephone numbers and to display this on the notice boards.
* To liaise with local Advice/Benefits Agencies on behalf of tenants if required.
* To summon appropriate assistance on death e.g. to notify appropriate persons etc.
* To offer advice and assistance on the use of Court Laundry Equipment, if required.
* To welcome and assist incoming new tenants.
* To seek advice from outside agencies for tenants with problems.
* To direct tenants to appropriate agencies for advise and assistance with financial matters
* To attend to tenants’ complaints, as appropriate and to report them to the Housing Officer if necessary.

**Administration Services:**

* To manage staff to ensure Cairn HA’s Policies and Procedures are adhered to and be responsible for delivery of services in a consistent manner.
* To recruit and supervise all Court based staff and to ensure a high standard of work.Authority for disciplinary action lies only with the Director of Customer Services, who would if required recommend dismissal to the Chief Executive.
* To carry out annual working together interviews and 1 to 1 meetings with Court based staff on a regular basis.
* To co-ordinate hours of work (as determined by Head Office) for all court staff and to make the necessary returns to Head Office.
* To operate the court petty cash account and to make the appropriate returns to Head Office.
* To arrange lettings of guest rooms and to collect payment.
* To ensure that Association Common Area furniture and miscellaneous items are in good repair, and to report any problems to Head Office/Area Office.
* To ensure that all domestic or industrial refuse is properly disposed of.
* To maintain a maintenance record on the court heating plant.
* To report on unsatisfactory maintenance or repair work.
* Liaise with local office and contractors to ensure that repairs are reported and are carried out within agreed timescales.
* To test the fire alarm and enter in the alarm log.
* To organise fire drills for tenants including requesting the presence of the Fire Brigade.
* To keep, and annually update, an inventory of furniture, furnishings and miscellaneous items belonging to the court.
* To ensure paths are clear of snow and ice in winter.
* To arrange bookings of Common Room, to suit tenant requirements, and to collect fees, where appropriate.
* To liaise with local Fire and Crime Prevention Officers for tenants’ advice.
* To maintain the security of the court master key(s)
* To ensure that all fire doors and exits are secure and operate properly.
* To ensure that the guest room’s linen is laundered and to supervise the cleaning of the room after use.
* To ensure that the Area Office is notified of impending termination of tenancies.
* Assist the local office by completing inspections to empty properties and identifying work required
* To show prospective tenants around vacant flats.
* Undertake settling in visits for all new tenants and arrange for any concerns/issues to be actioned.
* Conducting arrears visits to tenants in the Court when requested to do so by local team.
* To attend training sessions and conferences as required.
* To arrange and attend Court Committee meetings as appropriate.
* To collect annual TV licence fees from tenants.
* To provide a high level of customer service when dealing with internal and external customers.
* To comply with Health and Safety practices at work in accordance with the Association’s policies and statutory requirements including participating in risk assessments and reporting concerns
* To complete legionnaires testing within the Court, which will include monthly testing of cold and hot water temperatures. Plus weekly testing of hot and cold taps and showerheads in empty properties
* Assisting Investment staff during refurbishment contracts in liaison with contractors on site.
* Keeping asbestos register and ensure all contractors sign it
* To carry out any other reasonable tasks as required.