**Role Profile**

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| **Job title:** Court Co-ordinator |
| **Department:** Customer Services |
| **Reports to:** Housing Officer |
| **Grade:** 4S |
| **Staff responsibility:** Court Staff (Gardeners, Cleaners, Handypersons) |

**Organisational Structure**

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| Director of Customer Services |

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| Head of Service |

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| Service Manager |

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| Housing Officer |

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| Court Co-ordinator |

**Job Purpose**

To provide a high standard of customer service to our tenants, customers and colleagues. To manage the day-to-day running of the Court in accordance with Cairn HA’s policies and procedures.

Manage & promote vacant properties.

Ensure that health & safety measures are checked and adhered to**.**

**Key Accountabilities**

* To ensure the Court is managed in accordance with policy and procedure whilst adhering to Health and Safety.
* To provide a housing management service to all Court tenants.
* Complete new tenancy sign-ups and related administration.
* To manage onsite Court Staff to ensure that work is carried out to a high standard.
* To promote the Court and Services provided by Cairn HA.
* Show prospective tenants around vacant flats & Court facilities.
* To ensure that the Area Office is notified of impending termination of tenancies and ensure void process is met within timescale.
* Ensure Estate Management visits are done as per guidelines set.
* Undertake settling in visits for all new tenants and arrange for any concerns/issues to be actioned.

**Person Specification**

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| **Education** |
| * Educated to HNC level in a relevant discipline desirable
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| **Experience** |
| * 3 years’ experience in delivering a customer focussed service
* Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines.
* IT literacy, particularly in MS office applications, including mail merges.
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| **Knowledge** |
| * Resolution of tenant issues
* Ability to refer tenants to external agencies for support or specialised help
* Health & Safety and Security requirements and documentation
* Encouragement of social activities and groups
* Maintenance standards and procedures
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| **Skills and Abilities** |
| **Essential*** Ability to understand and follow procedures
* Awareness of the needs of Court age group and understanding their differing needs
* Ability to communicate effectively with a wide range of customers, including tenants, contractors, colleagues, local authorities, Police, Fire Services, Housing Support Agencies and voluntary agencies, verbally, by telephone and in writing.
* Commitment to continuous personal development
* Commitment to confidentiality
* Respect for others and a commitment to equal opportunities
* Ability to build relationships and work as part of a team
* Ability to analyse and problem solve

**Desirable*** Experience of working with those in particular Court age group
* Staff management
* Knowledge of the issues surrounding Tenant Participation, and practical experience of tenant involvement and consultation
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| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
* Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
* Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
* Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
* Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
* Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
* Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
* Listening (draws out opinions and information from others in face-to-face interaction)
* Communication (is proficient in both written and verbal communication)
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance