

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Court Co-ordinator

**Location:** Madelvic Square

**Team/Directorate:** Customer Service Team Bellshill

**Responsible To:** Housing Officer

# 2. JOB PURPOSE

To provide a high standard of customer service to our tenants, customers and colleagues.

To provide a day-to-day housing management service to the tenants in accordance with

Cairn HA’s policies and procedures.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver housing management services within the Court in accordance with policy and procedure, to deliver a high level of customer service whilst maintaining compliance to Health and Safety, to meet our agreed KPI’s, SLA’s and legislative requirements.
* Maintain delegated management of low level anti-social behaviour within Court to assist Housing Officer in the overall housing management responsibility – escalating complex cases requiring further investigation to the Housing Officer to resolve any anti-social issues.
* Assist Housing Officer with rent queries to assist with Income Maximisation.
* Maintain awareness of housing requirements within the Court and advise Housing Officer of any potential tenancy changes
* Monitor and report Estate Inspection of the court, within agreed timescale’s to meet KPI’s.
* Undertake customer contact visits for all new tenants and arrange for any concerns or issues to be escalated to meet KPI requirements.
* Deliver fire alarms, legionnaire testing and fire drills within required timescales to ensure compliance with Health and Safety regulations**.**
* Maintain HR and all other IT systems to ensure that all KPI’s are met and accurate information in stored in line with legislation.
* Maintain the recording and handling of petty cash, payments provided within the Court, and any banking requirements in an honest and timely manner, to ensure that all financial transactions are accurate and evidenced.

**3.2 Key Performance Indicators**

Income Management

Estate Management

Customer Contact Visits

# 3.3 Key Contacts – Internal & External

# Tenants -

Cairn Staff

General Public

Social work

Support agencies

Emergency Services

Medical Professionals

External Contractors

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training |  | Educated to a HNC level or above. |
| Experience | A significant level of experience in delivering a customer focused service.  IT literacy – MS Office Applications.  Line Management experience | Experience of delivering a property management service within a Court |
| Knowledge | Awareness of Health and Safety and security requirements and ability to maintain records.  Maintenance standards and procedures.  IT literacy – MS Office Applications. | Previous experience of working within the housing sector.  Previous experience of working within COSHH guidelines. |
| Skills | Ability to understand and follow procedures.  Advance, diverse communication skills.  Awareness of GDPR requirements.  Ability to assess, prioritise workload to work under pressure and meet deadlines.  Ability to refer customers to external agencies for support or specialised assistance. | Staff Management.  Resolution of customer issues. |
| Personal attributes | Commitment to continuous personal development.  Respect for others and being accountable.  Ability to build relationships and able to work on your own or as part of a team.  Empathetic towards the needs of others.  Motivated to provide a high level of service. |  |
| Additional requirements |  |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**