

Job Description

1. JOB DETAILS

Job Title: Court coordinator

Location: Geographical

Team/Directorate: Customer Services

Responsible To: Housing Officer

Responsible For: Court Staff (if applicable)

2. JOB PURPOSE

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

3. JOB DESCRIPTION

3.1 Principal 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.
- Conduct viewings with prospective tenants
- Conduct new tenancy sign-ups and related administration to assist Housing Officer to minimise void loss.
- Manage, develop and motivate onsite Court Staff to ensure that work is carried out to a high standard, whilst providing a high level of customer service.
- Promote the Court and Services, show prospective tenants around flats & facilities to assist with achieving full occupancy of the Court.
- Maintain awareness of housing requirements within the Court and advise Housing Officer of any potential tenancy changes to minimise void loss and ensure accurate records are kept.
- Monitor and report Estate Inspection of the court, within agreed timescales to meet KPI's

- Undertake customer care 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 is 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

- Void Performance
- Arrears Management
- Estate Management
- Customer Care Visits
- Appraisal

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 Association
- 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 Association policies at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn Housing Association 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 Association values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Association

Court coordinator Person Specification

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 chair meetings within the court. 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: