

Property Services Coordinator

Location: On-site at Stratford, London

Reporting to: Head of Property Services

Contract Type: Full-time

Salary: £28,000 p.a.

About us

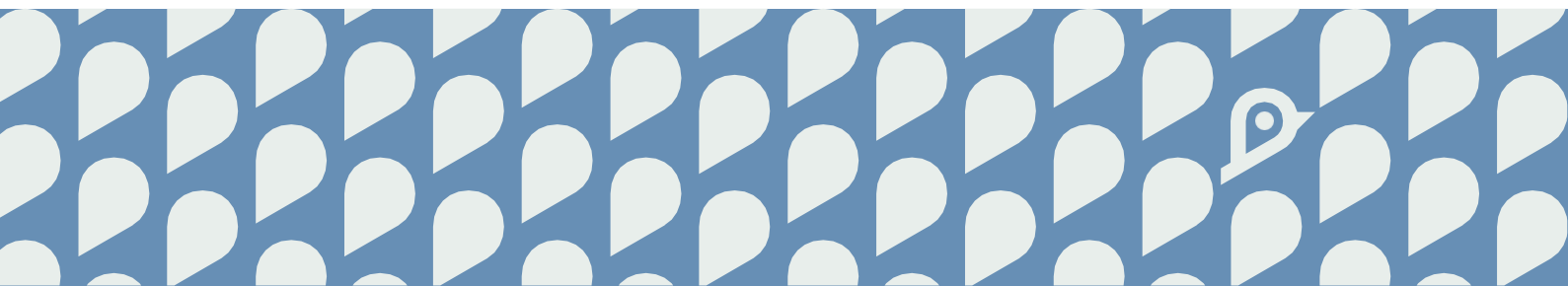
We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infill to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

Role purpose

To ensure we deliver exceptional customer services in relation to our property service function. The Property Services Coordinator will support the property services team achieve key performance indicators and ensure we achieve value for money.

Key responsibilities

- Support the day-to-day delivery of our housing repairs service. This includes providing full administrative duties to run operationally the compliance, voids, planned maintenance and reactive repairs functions of the department.
- Receipt and action repair enquiries, requests, complaints, comments, work scheduling and making appointments where necessary.
- Be proactive in identifying opportunities for continuous improvement and maintaining existing improvements.
- Co-operate and communicate with other colleagues and teams to ensure that they are aware of high areas of demand on the repairs and other property services being delivered.
- Communicate effectively with customers, team members and other stakeholders in a professional manner.



- Attend contract monitoring meetings and resident scrutiny panels to take minutes and keep an updated action log.
- Assist colleagues when required, to carry out basic diagnostic questioning over the phone to establish what repairs are required.
- Maintain relevant systems to ensure identified health and safety risks, such as damp and mould, are tracked and concluded.
- Support with the administration of servicing and compliance visits and receiving correct certification and reports.
- Source quotes from contractors and induct contractors onto our contractor payment portal.
- Coordinate caretaker schedules and diaries.
- Conduct call backs to customers within 24 hours of a customer receiving a repair to ensure the repairs was carried out their satisfaction.

Skills and Experience

- Recent experience of dealing directly with customers, particularly via the telephone.
- Experience in the use of computer systems, including word processing and spreadsheets.
- Recent experience in undertaking clerical/administrative duties.
- Excellent planning and personal organisational skills.

