

JOB DESCRIPTION AND PERSON SPECIFICATION

REPAIRS & MAINTENANCE CO-ORDINATOR

APRIL 2025

Job Description

Job Title:	Repairs & Maintenance Coordinator
Service Area:	Housing
Function:	Asset management
Team:	Assets
Post number:	S006400
Grade:	LBR 7
Hours/weeks: E.g. 36 hours/52.14 weeks	36 Hours per week
Base location:	The Orchards Housing Office Broadmead Road, IG8,
Reports to: Job title	Repairs & Maintenance Manager
Responsible for: Job titles of direct reports	None
Role purpose and role dimensions:	The Repairs & Maintenance Coordinator will play a key role in supporting the effective management of Repairs & Maintenance service. This includes coordinating inspections, liaising with tenants and contractors, maintaining accurate records, and ensuring timely and compliant responses to Repairs & Maintenance complex cases & complaints. You will liaise with colleagues managing complex Repairs & Maintenance cases that require significant works or tenant decants, ensuring a seamless and supportive experience for tenants impacted by major Repairs & Maintenance, coordinating all aspects of the process from initial assessment through to completion and re-occupation.

Overview of the job	• Reporting to the Repairs & Maintenance Service Manager the post holder will be responsible for providing comprehensive support and administering across all areas of Repairs & Maintenance. • To ensure all documentation is recorded and held in line with legislation and best practice • Act as first point of contact for your area of Repairs & Maintenance for stakeholders. • Repairs & Maintenance Case Management – Receive and log complex Repairs & Maintenance reports, schedule inspections, develop action plans, and monitor progress to ensure adherence to timelines and quality standards. • Decant Coordination – Manage utility disconnections and reconnections and provide ongoing tenant support throughout the process. Liaising with Housing management colleagues throughout. • Stakeholder Management – Act as the main point of contact for tenants, build strong relationships with contractors and internal teams, and attend meetings to discuss case progress. • Compliance & Administration – Ensure adherence to housing legislation, maintain accurate financial and case records, and contribute to continuous improvement initiatives. • Coordinate property inspections and remedial works in response to Repairs & Maintenance complaints. • Liaise with contractors to ensure remedial works are completed on time and to required standards. • Communicate effectively with tenants regarding the progress of their Repairs & Maintenance complaints/cases and provide updates where necessary. • Prepare and submit documentation to support legal proceedings related to Repairs & Maintenance cases. • Assist in monitoring the performance of contractors and identifying areas for improvement. • Support the Repairs & Maintenance Service Manager in tracking key performance indicators (KPIs) and preparing reports for senior management. • Contribute to the continuous improvement of Repairs & Maintenance processes and procedures.
To effectively support and administer Redbridge's Repairs & Maintenance Service	• To provide reports on the status of Repairs & Maintenance cases; actioning or escalating any areas of potential risk. • To monitor Repairs & Maintenance complex cases & complaints through to completion. • Support the Repairs & Maintenance Service Manager in their role as the council's advisory lead, providing advice and expertise.
To monitor and administer data quality and integrity.	• Ensure the integrity and quality of data retained in relation to relevant contracts. • Assist with all aspects contract management for the range of serving and maintenance contracts supporting the work of the Repairs & Maintenance team.
Key external contacts: Organisations	• External contractors, consultants and suppliers.
Key internal contacts: Job titles or groups of staff	• Housing Management, Property Services, Asset Management Team, Finance Team, Temporary Accommodation Team.

Financial dimensions: Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.	• No specific budget management responsibility but will support the Repairs & Maintenance Service Manager with reporting on spend and contracts. • To contribute to the Repairs & Maintenance Service Managers annual preparation of the Repairs & Maintenance budget.
Key areas for decision making:	• Authorisation of works up to an individual value of £500.
Other considerations: E.g. working patterns	• To work 36 hours per week. • For certain tasks the post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.

Key accountabilities and result areas:	Key elements:
Line Management	There are no line management requirements.
Performance Management	This will involve: • Prepare, collate and submitting of key performance indicator (KPI) data associated to the team when needed. • Plan and prioritise own work activities over the weeks/months ahead to meet desired objectives, adjusting priorities as necessary to accommodate new pressures/frequent changes in circumstances understanding any relevant statutory timescales that are required. • Remain fully up to date with all latest legislation, governance and regulations relevant to the role, ensuring any changes are notified to the Service Manager, and implement necessary updates/changes.
Risk Management	This will involve: • The post holder ensuring that all statutory and industry requirements & timescales are properly adhered to
Contract Management	This will involve: • Assist with all aspects of contract management for the range of serving and maintenance contracts supporting the work of the Repairs & Maintenance team. • Assisting the Repairs & Maintenance Service Manager and other colleagues with the programming and procurement of framework contracts.
Knowledge & Health & Safety	This will involve: • Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
Procurement & Relationships & Contracts	This will involve: • The post holder will work closely with partners both internal and external to deliver a first-class service (examples include Housing, Contractors and Corporate Finance teams). • The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.
Budget Monitoring	This will involve: • Authorisation of works up to an individual value of £500. • No specific budget management responsibility but will support the Repairs & Maintenance Service Manager with reporting on spend and contracts.
Liaison with Key Stakeholders.	This will involve • To represent the service area delegating at key events on behalf of the Repairs & Maintenance Service Manager when required.
Professional and Technical	This will involve: • A good understanding of Repairs & Maintenance, familiarity with housing Repairs & Maintenance legislation, including the Housing Act and Landlord and Tenant Act and Decent Homes Standard.
Green Statement	This will involve: • Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.

Data Protection/Confidentiality	This will involve: • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check, and references will be taken up prior to interview.
Equalities	This will involve: • Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: • Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: • The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and your competence.

Person Specification

Job Title:	Repairs & Maintenance Coordinator		
Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important		A - I - T	Weighting
Minimum education/ qualifications:	Minimum of 5 GCSE's or NVQ level 2 or equivalent.	A/I	3
	Experience in coordinating or supporting housing repairs or Repairs & Maintenance cases.	A/I	2
	Familiarity with housing Repairs & Maintenance legislation, including the Housing Act and Landlord and Tenant Act and Decent Homes Standard.	A/I	2
Minimum experience/ knowledge/ skills:	Ability and experience in preparing regular statistical and written summary reports and KPI's for managers and senior managers on progress and problems against targets and objectives.	A/I	3
	Experience of achieving performance indicators and Key Performance Indicators.	A/I	3
	A good understanding of statutory and non-statutory Repairs & Maintenance affecting social housing.	A/I	3
	Advanced ITC skills including use of databases, reporting, and use of bespoke models and tools.	A/I	3
Minimum competencies: Customer service	To actively contribute towards the effective and efficient provision of quality services in response to enquiries from both the public and service departments.	I	3
Communicating and influencing others	Ability to work using own initiative with minimal or no supervision, able to build effective working relationships and work as part of a team (stakeholders include Housing, Contractors and Corporate Finance teams).	I	3
Analysis and judgement	Ability to think laterally and propose creative and innovative ideas and solutions to problems, and to exploit new 'smarter' ways of doing things, to achieve goal	A/I	2
Planning, organising & achieving results	Ability to plan, manage and meet deadlines.	A/I	3
Budgetary	Ability to assist with the budget management and reporting of contracts	I	2
Special conditions:	Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays	A	2