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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Facilities Co-ordinator | **GRADE** | EVH Grade 7 |
| **REPORT TO** | Estates & Factoring Manager | **DATE COMPLETED** | June 2024 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Responsibility for mentoring and coaching of Team Members, fostering a positive team culture that ensures successful delivery and achievement of strategy, operational and performance standards including regular working pattern crossover with 24/7hr concierge team. Responsibility for developing and maintaining comprehensive and accurate records, reporting and administrative systems to reflect best practice. Contributing to the development of strategy, policy and corporate documents. Routinely reporting to the Estates & Factoring Manager, with overall responsibility to the Technical Director. Accountability through the Chief Executive to the Management Committee. | | | |
| **KEY TASKS: ESTATE SERVICES**   1. Supporting and mentoring of Concierge and Estates Services Team through regular planning and support measures. 2. Development and delivery of Team Plans and performance indicators. 3. Co-ordination of Estate Services to ensure compliance with legislative responsibilities: including regular inspection of common areas and liaison with partner agencies (e.g. Glasgow City Council departments). 4. Estates budget oversight (within delegated authority levels), including staff, consumable orders, and invoices. 5. Effective Line Management of Estates and Concierge services to reflect strategy (concierge, waste management, cleaning, environmental services, parking etc. 6. Leading related contractor performance management, and contributing to relevant procurement plans. 7. Alignment of Estates service provision within context and legislative framework of the Property Factors (Scot) Act 2011, and GWEn operational priorities. 8. Facilities Management including alarms, CCTV, security, and common electrical supply / utilities contracts. 9. Monitoring service satisfaction, mitigating complaints, and undertaking toolbox talks with concierge team. 10. Leading Performance reporting on relevant service areas (including data collation / accuracy checking). 11. Developing / reviewing function procedures; including contributing to strategy and policy development / review. 12. Contributing / leading as appropriate to the production and distribution of publications such as newsletters, information leaflets, website articles etc. 13. Assisting with the development and delivery of Estate Services and wider role initiatives including promoting of GWHA services and proactively engaging with customer groups, and participating in community events. 14. Representation at Residents Meetings, Forums and seminars as required. 15. Supporting wider services delivery of GWHA objectives through adhoc support to other teams (including Technical / Factoring / Repairs and Frontline Services). | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  A member of the Technical Division, based in the Estates and Factoring Team. Actively progressing and supporting the delivery of asset management, procurement and sustainability strategies, with a focus on the protection of property investment and assets. Initial focus on delivery of investment and planned maintenance projects, and with flexibility and scope of role to reflect organisational priorities, change, and progress towards 2028 vision. | | | |

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| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Displays a willingness to assist, support and mentor other members of the Team.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |

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| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self motivated, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, Ethical (ICARE); promoting equality, value, diversity and sustainability |

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| **PERSON SPECIFICATION** | | |
| The right candidate will have the following knowledge and experience.  Where Essential Criteria are not met you must be open to related training opportunities. | Essential | Desirable |
| **Education, Qualifications & Training** | | |
| Further Education - Degree in relevant field. |  | X |
| Further Education - SCQF Level 8 (HND or equivalent) in relevant field. | X |  |
| **Experience** | | |
| Managing at Team and related administration | X |  |
| Managing a Rota |  | X |
| Managing and Working within a budget |  | X |
| Communicating with external customers | X |  |
| Complaint Handling experience |  | X |
| Contractor Management |  | X |
| Setting standards and expectations in relation to service areas |  | X |
| Agree to undertake and complete any training required | X |  |
| **Knowledge** | | |
| Knowledge and understanding of relevant Health and Safety Legislation / Regulations as they apply (e.g. Health & Safety at Work Act, Manual Handling, CoSHH, CDM etc.) | X |  |
| Understanding of the role of Factoring within the Housing Association or private sector |  | X |
| Understanding of public sector procurement processes |  | X |
| Understanding of standard construction contract documentation |  | X |
| **Skills and Abilities** | | |
| Excellent attention to detail and ability to work to tight deadlines | X |  |
| Excellent interpersonal, and communication skills both written and verbal | X |  |
| Ability to work with minimum supervision with good planning and organisational abilities | X |  |
| An effective team player who can cope with a diverse and complex workload, changing circumstances and demands | X |  |
| Excellent customer care skills and a customer focused approach to service delivery | X |  |
| Effective problem solving and decision making skills | X |  |
| Ability to develop and sustain good working relationships with external agencies and partners | X |  |
| Numerate and IT literate with a good knowledge of Microsoft Office (for example, Microsoft Word, PowerPoint and Excel) | X |  |
| Ability to manage Contracts and Contractors effectively | X |  |
| Demonstrate professionalism and ability to maintain confidentiality | X |  |
| Excellent IT skills and ability to ensure effective use of IT in service delivery and performance | X |  |
| Good quality interpersonal, negotiation and communication skills both verbally and in writing including an ability to manage diverse client groups | X |  |
| Consistently demonstrate commitment to organisational values, and Staff Code of Conduct | X |  |
| **Other Requirements** | | |
| Committed, flexible and adaptable approach to work requirements | X |  |
| Commitment to ethos of social housing and GWHA values. | X |  |
| Prepared to attend meetings, emergencies and training out with office hours if required. | X |  |