

Job Description

Job title:	Development Coordinator
Reports to:	Senior Development Manager
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Development Co-ordinator you will play a key role in providing comprehensive administrative support to the Development Team. You will work closely with all of the team to co-ordinate meetings, provide financial, governance and legal administrative support. You will also support the Development Managers in the lead up to handovers ensuring key documents required are filed. The role will be heavily involved in the securitisation projects which enable Accent to fund the delivery of new affordable homes. This role offers a great opportunity to develop your skills and learn more about the development process.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will embody Accent's values by delivering excellent team support and using technology and data to manage administrative functions in line with Homes England and Accent requirements. You will continuously develop your skills, work collaboratively to achieve shared goals, and build positive relationships with colleagues and stakeholders. With inclusivity at the heart of your approach, you will work across teams to support the successful delivery of new homes.



Key Responsibilities and Duties

- Co-ordinate meeting invitations, circulate papers and maintain accurate meeting records, including chasing up actions.
- Track and monitor actions arising from external stakeholder meetings, such as Local Authorities, Contractors, Consultants to ensure that progress is recorded and followed through to completion
- Provide administrative support to the development team, including overseeing email inboxes, updating property databases, spreadsheets and systems like Sequel.
- Contribute to improving team efficiency by co-ordinating key administrative and procedural activities, enabling Development Managers to focus on project delivery
- Support the standardisation and continuous improvement of development processes, helping to drive consistency, efficiency and strong audit trails across the team
- Co-ordinate customer engagement activities within the Development team, ensuring feedback is captured, recorded and shared to inform project design and delivery.
- Support the collation and reporting of customer insight, working with internal teams to ensure customer voice informs development outcomes.
- Support compliance with Homes England and Accent's audit and securitisation requirements, working closely with the team to ensure that all necessary data is up to date.
- Liaise with the team and internal stakeholders to support the delivery of new homes and ensure the smooth handover of completed properties.
- Assist with the commissioning of consultants and contractors, and help process invoices and payment requests.
- Engage in cross-departmental working to ensure that governance and legal assistance is progressed, as well as supporting with information and data requests from the wider business.
- Support the promotion and communication of our new developments internally and externally.
- Support the monitoring and co-ordination of health and safety compliance information, including tracking actions arising from audits, inspections and incidents
- Support the timely flow of accurate information across the team to improve reporting, reduce duplication and strengthen overall service performance
- Support the Organisation in collating and measuring Social Value
- Assist with induction arrangements and other administrative tasks relating to new starters in the team.

The must haves:

- Strong organisational skills with the ability to manage your workload and prioritise tasks effectively
- Excellent communication skills
- Competence with IT, including Microsoft Office and Excel

The added extras:

- Experience working in a housing association, estate agency, or new homes developer
- Understanding of development planning, legal, and construction processes within affordable housing
- Knowledge of central and local government housing policy and its implications for development projects

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.