

Job Description

Job title:	Disrepair/Damp and Mould Co-ordinator
Reports to:	Building Services 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 an Administrator - Disrepair/Damp and Mould, your role involves managing complex disrepair and damp/mould cases across all Accent housing stock. You will provide a professional, customer-focused service while working closely with internal and external partners, including surveyors and contractors. Your role also includes monitoring and recording relevant data to identify property issues, managing multiple diaries to ensure customer-centric service, and providing detailed reports and analysis for senior management. You will play a key part in reducing claims through early intervention and accurate data management, helping to ensure a safe and efficient property portfolio for Accent's customers.

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 your role, you'll be expected to uphold these values by providing excellent customer service to both internal and external stakeholders. You will contribute to a positive team environment by working collaboratively with colleagues and ensuring that Accent's services are delivered with care, professionalism, and inclusivity. You'll work to maintain the highest standards in managing disrepair and damp/mould cases, always looking for opportunities to improve service delivery and provide value for money. By being proactive and innovative in your approach, you'll help to foster strong relationships with contractors, customers, and internal teams, ensuring that we maintain trust and reliability in everything we do.

Core Values Alignment

Key Responsibilities and Duties

- Manage administration of complex disrepair and damp/mould cases across all Accent housing stock, providing a customer-focused, professional service.
- Maintain and analyse data to identify properties of concern and work with customers and surveyors to resolve issues efficiently.
- Develop and maintain chronological data files using in-house systems, ensuring accurate and timely reporting to support decision-making and early intervention.
- Build and maintain strong relationships with customers, surveyors, and contractors, ensuring high levels of communication and customer satisfaction.
- Manage multiple diaries to ensure that surveys and inspections are carried out promptly, with all relevant details accurately captured.
- Manage the process with internal and external partners, including internal and external legal teams, to ensure cases are handled according to disrepair and legal requirements.
- Monitor all repairs related to disrepair, damp, and mould cases from inception to completion, escalating any concerns to the Building Services Manager.
- Accurately raise works orders and ensure that all repairs are managed efficiently, challenging delays and ensuring work is completed within agreed timelines.
- Manage the post-inspection process for disrepair cases, updating internal systems to reflect the correct status and ensuring that all data is up to date.
- Provide regular reports on high-risk areas, trends, and costs to the Head of Property Services, supporting effective management of Accent's assets.
- Attend regular meetings with key stakeholders, taking and distributing minutes in a timely manner to ensure transparency and accountability.
- Work closely with contractors to ensure projects are delivered on time and within budget, actively promoting Accent's standards and values.

The must haves:

- Clear understanding of social housing responsibilities, particularly in relation to disrepair and damp/mould issues.
- Proven ability to manage and manipulate data, ensuring accurate chronological records and analysis.
- Excellent communication skills with the ability to interact confidently with customers, contractors, and legal teams.
- Experience in delivering excellent customer service and improving customer experiences.
- Experience in report and letter writing, with attention to detail and the ability to present data clearly.

The added extras:

- Training in housing management systems or related technology.
- Experience in diary management using Outlook or similar systems.
- Knowledge of disrepair processes and legal requirements related to housing.

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.

