

Job Description

Job title:	Special Projects Coordinator
Reports to:	Special Projects 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 Special Projects Coordinator, you will ensure the smooth operation of critical systems and processes, supporting the overall transformation projects within the organisation. You will be responsible for managing system upgrades, providing guidance to colleagues, and identifying opportunities for system improvements. By working closely with stakeholders, you will ensure that system changes are implemented and trained out effectively contributing to our mission of delivering outstanding service to residents and creating a positive impact within the community.

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.

As a Special Projects Coordinator, you will play a vital role in supporting our organisation's commitment to continuous improvement. Your ability to manage systems and processes efficiently, while providing clear communication and training to colleagues, will be key to maintaining a positive work environment. By ensuring that systems are optimised and well-understood by all team members, you will directly contribute to enhancing both internal operations and the experience of our customers. Your efforts will help us create a culture of openness, inclusion, and excellence, in line with our core values.



Key Responsibilities and Duties

- Support system changes, upgrades, and transformation projects, including specification testing, creating procedure guides, and delivering training sessions to ensure successful implementation.
- Provide training to both new starters, current colleagues and external stakeholders to ensure they are clear on both system and process in all operational areas.
- Act as a point of contact for front-line colleagues, providing technical support and guidance to resolve system-related issues quickly and efficiently.
- Collaborate with the IT service desk to address user queries and troubleshoot common problems, ensuring smooth day-to-day operations.
- Lead the creation and maintenance of documentation, including procedure guides and specifications, to support ongoing system improvements.
- Organise and deliver training events, briefings, and workshops to ensure colleagues are equipped with the knowledge and skills to manage system changes effectively.
- Coordinate with third-party suppliers to address technical issues, ensuring timely solutions are implemented to support business operations.
- Collaborate with the Business Transformation Team to review and streamline processes, ensuring efficiency and alignment with organisational goals.
- Provide post-change support to stakeholders, ensuring that any system changes are understood and embedded into everyday practices.
- Identify opportunities for system and process improvements and promote best practices across the organisation.
- Contribute to the development and maintenance of an efficient and customer-focused environment, supporting our commitment to delivering high-quality service to residents.

The must haves:

- Significant experience supporting core business systems, providing troubleshooting and root-cause analysis for technical issues.
- Experience working within an ITIL environment, specifically in incident, problem, change, and release management activities.
- Proficiency in delivering technical support, working directly with users and liaising with third-party suppliers to resolve issues.
- Ability to develop and deliver training on systems and processes, ensuring that colleagues are well-equipped to manage changes.
- Experience in user acceptance testing and managing system upgrades, ensuring successful transition to new functionalities.
- Strong organisational skills, with the ability to prioritise tasks and manage time effectively.
- IT literacy and the ability to work with operational software, including the ability to author and deliver training sessions.

The added extras:

- Hands-on experience in driving process changes and supporting colleagues through the transition to new systems and processes.

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.