

Job Description

Job title:	Asset Investment Coordinator
Reports to:	Senior Project Manager (Planned Maintenance)
Responsible for:	No 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.

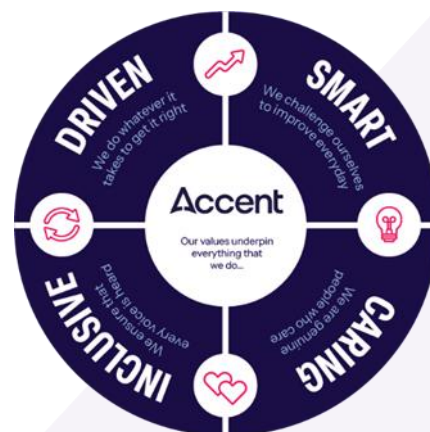
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people 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 Asset Investment Coordinator, your primary focus will be supporting the Asset Investment teams with the delivery of investment works to our homes. You will work closely with Project Managers and internal colleagues in the management of planned investment works. You will deliver excellent customer services by making follow up calls to customers. By maintaining high levels of data accuracy and robust reporting, you will contribute to continuous service improvement, playing a key role in ensuring Accent provides homes people can be proud of.

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 your role as Asset Investment Coordinator, you will uphold corporate values through excellent communication and prioritisation skills. Your proactive approach will help foster a strong team working environment and provision of excellent customer service. You will provide high levels of service delivery and in a timely manner



Key Responsibilities and Duties


- Supporting the Asset Investment teams, in the delivery of investment works to our homes.
- Support in the administration of planned works to leasehold properties ensuring works are compliant with section 20 legislation.
- Supporting contractor payment processes to ensure suppliers are paid in a timely manner and in accordance with their contract conditions
- Providing administrative support to the asset investment teams, including sending letters, electronic filing and preparing reports.
- Ensuring high customer satisfaction for our asset investment works, by carrying out customer satisfaction calls both during and post works.
- Attending contractor progress and health and safety meetings, supporting with the preparation of the meetings, recording minutes and sharing with all parties.
- Monitoring and organising the team email inbox and responding to customers, colleagues and contractors where required.
- Support the project managers in resolving complaints, by gathering information from contractors and customers.
- Develop and maintain collaborative relationships with contractors and colleagues.
- Manage and maintain key performance data, present information to project managers and contractors as required.

The must haves:

- Experience in a repairs and maintenance Environment
- Excellent communicational, organisational and prioritisation skills at all levels
- Ability to work with teams across the business and customer services skills
- Ability to provide information in a timely manner to ensure service delivery
- Knowledge of finance and housing management systems
- Numeracy and literacy skills essential.
- IT literacy, confident in use of MS Office applications as well as the ability to use company operational software
- Understanding of payment processes and ability to assist contractors with invoicing management
- Ability to work under pressure and to tight deadlines

The added extras:

- Demonstrate ability to contribute to and deliver initiatives within a continuous improvement environment
- Experience of minute taking during meetings



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.

