

Job title: Resolution Coordinator
Line manager: Defects Resolution Manager
Grade (if applicable):
Direct reports: N/A



Role purpose:

Be the key point of contact for customers for the resolution of any queries post occupation. They will work with a range of internal and external stakeholders (including Development colleagues) to record, coordinate and ensure prompt resolution of defects within defects liability period (DLP). They will also work hand in hand with the Customer Care team familiarising themselves with the scheme and new customers at the point of handover and carrying out end of defects inspection at end of DLP

Key results:

- Have a detailed understanding of the schemes you manage and proactively manage defects of all new build properties within your area of responsibility.
- Ensure that Peabody front line staff have up to date information on all defects queries in the defects liability period relating to their patch using Clixifix and our housing management systems
- Confidently manage contractor performance on defects, ensuring all cases follow through to resolution.
- Liaise with client departments, contractors, developers and consultants to ensure the successful rectification of issues on schemes.
- Use technical knowledge to agree solutions with Defects surveyors where necessary and direct contractors to take responsibility for completion where applicable.
- Relationship building with client teams and work with project managers, leasehold, housing management and resident liaison staff to ensure high quality communication with residents.
- Support the Defects Resolution Manager by proactive reporting on status of defect cases and flagging those that may need escalation.
- Agree reasonable access arrangements to ensure that the implementation of defect works causes minimum of disruption to residents
- Ensure that each project is brought in on time and where this is not achievable ensuring residents and internal clients are kept informed in a timely manner.
- Ensure that all KPI and Service Levels Agreements are met.

Success metrics:

- 95% of customers complaints responded to within set timescales. Investigate and respond to high level customer complaints with timescales, taking a fair, responsible approach and managing customer expectations in line with company values and contractual parameters
- Deliver on high customer satisfaction in quality of home 85% of residents satisfied or very satisfied with the quality of their home
- Deliver on 90% target of customers who would recommend Peabody
- Customer satisfaction with defects resolution target of 80% achieved
- 95% accuracy score for data inputted and owned by Service area users
- Achieve CSAT (Customer Satisfaction) and NPS (Net Promoter Score), or other customer metrics to be determined

About you:

You will:

- Have effective IT skills including basic/intermediate/advanced MS Office skills
- Ability to use initiative to solve problems independently in a professional setting.
- Excellent communicator and be collaborative in your approach to working across teams from different service areas
- Able to demonstrate an understanding of the aspirations of tenants and leaseholders and be committed to meeting these wherever possible

Version Date:		Signed off by:	
----------------------	--	-----------------------	--

- Would benefit from experience of reading and understanding contracts
- Understand how diversity policies and equal opportunities play a vital role in customer relations
- Exceptional at organisationing your time to ensure work is delivered within deadlines

You will have:

- Experience in defects resolution, aftercare or repairs within Social Housing or a Private background..
- Experience in communicating and negotiating with internal and external stakeholders.
- Experience in the construction process and an understanding of project management.
- Experience in delivering the best service to customers and confident in setting realistic expectations.
- Understanding of both the current and emerging regulatory regime in respect of Building Regulations and Building Safety for residential construction
- Understanding of the client relationship with Contractors and housebuilders in Design and Build contracts/ Development Agreements respectively

Version Date:		Signed off by:	
----------------------	--	-----------------------	--