

**Job title:** Stock Condition Co-ordinator

**Line manager:** Asset Information Manager

**Grade (if applicable):** 4

**Direct reports:**



## Role purpose:

Peabody is a significantly larger, more diverse organisation, employing over 3,000 people. This is a challenging role, part of a growing business and adding significant value by providing excellent customer service across the new organisation. The role requires excellent communication skills, both written and verbal, with the natural ability to network and build effective relationships with key colleagues across the organisation.

To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.

## Key results:

- To develop and maintain relationships with internal and external stakeholders in order to support our customers.
- To assess clients' needs to ensure effective service delivery.
- To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.
- To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
- To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.

## Success metrics:

- Scheduling of appointments of Stock Condition Surveyors, liaise with customers and external contractors to enable access.
- To report on performance and work with the team to ensure that the stock surveying teams are fully employed through effective diary management.
- To manage and review service referral requests received by the team, rejecting, approving or seeking clarification where necessary.
- To deal with routine enquires from external agencies, internal customers and stakeholders in a professional manner within pre-agreed departmental and company timeframes.
- To investigate and respond to client enquiries and complaints ensuring that timescales are met in line with key performance indicators and the complaints policy.

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- To work in collaboration with other Peabody Group departments to ensure that a seamless service is delivered to Clients and that key performance indicators are met.
- To create and maintain a comprehensible and accessible filing and other relevant systems (hard and soft) to enable the provision of general information and statistical returns as and when required, ensuring that all files, contracts, and records are kept up to date and old documents are archived as necessary in accordance with department and Peabody Group policy.
- To accurately input client data onto a database in a timely manner and ensure records are maintained to evidence compliance with the Peabody Group requirements as required and ensuring confidentiality at all times.
- To arrange meetings and training seminars, confirming dates, venues and attendance as necessary, preparing meeting rooms and organising any required equipment, collating papers for distribution, ordering and / or providing refreshments, and taking minutes when requested for the department.
- To collect the department's post during the day and to scan and distribute each item of mail to relevant staff as quickly and as accurately as possible. To arrange the dispatch of items by recorded delivery or by courier as requested.
- When requested, research and gather information, produce management reports using databases and other departmental monitoring systems.

## About you:

### You will be:

- Able to work independently, exercising good initiative and judgement.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.

### You will have:

- Excellent written and verbal communication skills.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Ability to work under pressure and meet deadlines and targets.
- Relevant HND or equivalent qualification

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