**Manchester City Council**

**Role Profile**

**Service Improvement Coordinator (Assets & Repairs), Grade 6**

**Housing Operations Service, Neighbourhoods Directorate**

**Reports to: Head of Repairs & Maintenance**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

Working within a support service or Centre of Excellence, the role holder will provide high-quality information and advice to enable the delivery of service and organisational objectives through the delivery of assigned work packages and projects.

**Key Role Accountabilities:**

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information in, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role.  If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

MCC Housing Services, within the Neighborhoods Directorate, manage over 12,500 properties in North Manchester and focuses on three key priorities which this role is pivotal to. These are:

1. **Resident-led services, putting residents at the heart of everything we do**
2. **High-quality housing services and home improvements for secure, warm, sustainable homes**
3. **Welcoming, safe and vibrant neighbourhoods**

**About the role:**

The Service Improvement Coordinator will develop and maintain strong working relationships with key stakeholders in MCC and with external contractors to ensure MCC deliver an effective repairs service to our residents. The role holder will be the core support for Managers, the Service Improvement Lead, Surveyors and other key stakeholders to ensure effective contract management by coordinating high priority tasks to ensure robust communication to residents.

The role will support Managers and the Head of Service to drive improvements and delivery of lessons learnt. This will involve the analysis of repairs performance and data for gap analysis to support with continuous improvement. Will provide support investigations of stage 1 and stage 2 complaints, provide support with Housing Ombudsman requests, MP enquiries, subject access requests and freedom of information requests. The role holder will be responsible to monitor and progress learning outcomes to ensure continuous improvement.

The Service Improvement Coordinator will support the Service Improvement Lead with delivery of improvement plans, projects and training, ensuring that key stakeholders are onboard with changes and improvements with the repairs service.

Proactively review high risk properties of damp and mould, no access, HHSRS actions and complex cases to ensure residents are engaging with MCC and that MCC are delivering an effective and consistent repairs service.

The role will involve contract coordination of a complex repairs and maintenance service. This also encompasses the performance management of all aspects of service delivery and supporting management with an annual repairs and maintenance service budget of circa £15m.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
* **Creative Thinking:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Research and Intelligence:** Ability to research information from a variety of different sources and present in a variety of formats.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

* Understanding and knowledge of all aspects of the services within Repairs and how this sits with and complements the wider Housing Services and MCC strategy.
* Knowledge of housing law/regulation, HHSRS and health and safety legislation.
* Demonstrable experience of gap analysis techniques.
* Demonstrable experience with contractor management/coordination within the housing sector.
* Practical experience and knowledge of facilitating workshops and training.
* Experience and knowledge of working in a public sector organisation and leading change, in the best interests of residents.
* Experience of providing resident focussed services.