

**Manchester City Council  
Role Profile**

**Landlord Compliance Coordinator, Grade 4  
Housing Services, Neighbourhoods Directorate**

**Reports to: Electrical Compliance and Repair Manager / Mechanical Compliance and Repair  
Manager / Repairs and Maintenance Manager (as assigned)  
Job Family: Customer Service**

**Key Role Descriptors:**

The role holder will be the first point of contact for internal and external customers and will provide excellent front-line customer service contributing directly to service and organisational objectives.

The role holder will provide high quality, customer focused, flexible and timely support, complying with all relevant legislation and procedures and contributing to the achievement of objectives of a high quality service.

**Key Role Accountabilities:**

Determine the requirements and needs of customers advising on the most appropriate course of action to support them, liaising with other service areas and agencies where appropriate and arranging assistance where required.

Process a range of customer requests and assist in the completion of relevant information in line with service processes and procedures and any relevant legislation, ensuring information provided is accurate and up to date.

Contribute to the development and improvement of management information systems identifying areas for improved efficiency and added-value support to the service.

Validate documents in accordance with the relevant guidelines, and actively seek to detect and reduce fraud where appropriate.

Where required, accurately process payments for customers in line with Manchester City Council's financial regulations.

Proactively identify any potential risks from and to customers accessing the service and escalate any issues through the agreed channels.

Develop effective partnerships and collaborative working arrangements with other services.

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 role holder 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:**

A Place Called Home vision/delivery strategy complements the ambitions of a new Housing Strategy for our City. Our vision aims to establish and deliver a resident led housing service that is high on quality and value for Council residents. The service is committed to listening to residents, to understand what they need from our services and how those services need to be delivered. A Place Called Home is made up of three key priorities for improved service delivery:

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

A key driver for the service and this vision is we will get the basics right before anything else as this will then enable us to work with colleagues across Neighbourhoods and our Partners across the City to help residents capacity build and support them to thrive not just survive and to do this we will:

- Deliver services meeting resident expectations – truly listening at every opportunity.
- Use data and insight to tailor those services appropriately to meet resident needs.
- Learn from our mistakes and take a path of continual service improvement.
- Ensure homes are safe, affordable, and sustainable to live in.

It is imperative that to deliver on the vision that the service is fit for purpose and is future proofed and to do this we require Landlord Compliance Co-ordinators who will support the delivery of the compliance and building safety service functions for our council homes.

This is a key support role within the Assets and Repairs service area within Housing Services responsible for co-ordinating Manchester City Council's (MCC) landlord compliance functions, through the delivery of an effective and customer focussed administrative support function.

Co-ordinate work programmes relating to landlord compliance and health and safety, including:

- Mechanical servicing and repairs.
- Electrical inspections and remedial work.
- Water safety management and remedial work.
- Asbestos surveys and management of the asbestos register.
- Lift and lifting equipment inspection, servicing and repairs.
- Fire safety risk assessments, remedial works and safety management.
- Damp, mould and condensation, remedial works and safety management.

The role holder will be assigned to one of four teams, according to organisational needs – Electrical Compliance and Repair, Mechanical Compliance and Repair, or the Repairs and Maintenance teams.

The Landlord Compliance Co-ordinator will undertake all relevant administrative duties related to the above, including but not limited to:

- Raising and appointing jobs
- Raising orders using appropriate systems, for example SAP / QL.
- Collecting and inputting data into relevant systems, and providing relevant information
- Undertaking administrative duties to ensure the effective handling of complaints.

This role profile lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in accordance with the needs of the service.

### **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

#### **General 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.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Administrative Skills:** Ability to coordinate the administrative/business support to a busy office environment or a manage the complex and busy diary of a senior officer. Skills to proactively develop and maintain effective admin systems to meet the needs of team/service that covers a number of different disciplines.
- **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.
- **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)**

- Knowledge of Local Authority Social Housing, and Landlord compliance regulations and procedures.
- Understanding of data management
- Intermediate level of experience in Microsoft Excel, Word and PowerPoint IT systems.
- The post holder will have a good standard of education with a GCSE (or equivalent) in English and Mathematics at level C, or the ability to demonstrate relevant experience in a similar role