



Role Profile

Business Support coordinator

Salary:	£25,830
Reporting To:	Environmental Services Operations Manager
Responsible For:	None
Role Purpose:	Support the Environmental Services Team to deliver a high quality and excellent service through providing effective and efficient administrative support across the service. This will include maintaining IT systems, producing reports, meeting minutes, responding to customer queries and other administrative tasks.

Key Accountabilities	Key Deliverables
Inventory, stock, and fleet management	<p>Maintain up to date systems of inventories for tools and equipment used by the team ensuring servicing is up to date and repairing and maintenance history records maintained</p> <p>Identify when items become obsolete or need to be replaced and refer these to the ES Operations Manager</p> <p>Maintain robust systems for inventory and forward supplies of cleaning materials , consumables and PPE for the team to work effectively, ensuring value for money when ordering</p> <p>Coordinate the issue of cleaning supplies to the teams</p> <p>Keep up-to-date systems and records of vehicles in line with policy</p>
Contract administration	<p>Support the contract management of key contractors by organising, minuting, and administering meetings</p> <p>Organise agendas, forward plans, and follow up of actions</p> <p>Collate performance information to support the contract meetings and annual reviews</p> <p>Develop and maintain monitoring systems for contract documents and keep up to date contractual requirements of contractors, such as insurance, health and safety policies and relevant licences</p>

<p>Service provision</p>	<p>Raise orders to contractors when required or refer to the internal cleaning team to action</p> <p>Monitor the progress of job orders and service requests, chasing contractors and other service providers where necessary</p> <p>Monitor the Environmental Services mailbox daily ensuring that emails are actioned in a timely manner and call backs to residents made</p> <p>Keep residents updated as required in relation to their queries</p> <p>Process any variation requests from contractors seeking internal approval from the relevant officer</p> <p>Liaise with Neighbourhood Officers and the Property team for a joined-up approach to estate matters</p> <p>Refer estate and tenancy management issues to Neighbourhood Officers for action and communication with residents</p>
<p>Customer service</p>	<p>Take ownership of customer issues to ensure best possible outcome</p> <p>Escalate cases appropriately to resolve issues</p> <p>Ensure feedback from customers is recorded onto the systems (compliments and complaints)</p> <p>Strive to ensure first point resolution to minimise hand offs and optimise customer's experience</p>
<p>Budgets and financial control</p>	<p>Code, check and approve invoices within delegated authorities. Alerting the responsible officer to approve the authorised invoice on the system</p> <p>Monitor the status of open invoices resolving any issues in a timely manner</p> <p>Update contractors with the status of their invoices</p> <p>Promote a culture of value for money and sound financial practice within the role</p>
<p>Risk Management and compliance</p>	<p>Actively assess and manage risk in areas associated with the post and make recommendations for actions to mitigate the risk and regularly monitor and review accordingly</p> <p>Take responsibility for the application of health and safety within daily work practices sharing a common responsibility for health and safety across THCH</p>
<p>General</p>	<p>To follow and actively promote THCH's diversity and inclusion policy</p> <p>To provide all services in accordance with THCH's mission statement, aims and objectives</p> <p>Provide phone and reception cover when requested for the Customer Service Team</p> <p>To undertake any other duties as maybe required from time to time</p>

Role related knowledge, skills, and experience on recruitment D – Desirable, E - Essential

Experience in a customer service role, with excellent organisational and administration skills	E
Experienced in record keeping and setting up monitoring systems with good attention to detail	E
Experienced in communicating effectively with colleagues and customers at all levels	E
Excellent interpersonal and communication skills and ability to work with diverse stakeholders	E
High level of IT literacy (including excel) and the ability to proficiently use computerised databases	E
Able to prioritise and multi-task to meet targets, and be calm under pressure	E
Problem solving skills to identify and resolve issues quickly and calmly	E
Good written communication skills	E
Experienced in working as part of a team and using initiative	E
Commitment to THCH core values	E
Education: At least 5 GCSE' including grade C or above English and Math's	W

Core Values

O	Open	<ul style="list-style-type: none"> being transparent, sharing information in a clear and honest way
P	Partnership	<ul style="list-style-type: none"> recognising the importance and added value that comes from working together
I	Integrity	<ul style="list-style-type: none"> being fair, honest, and respectful to others
I	Inclusive	<ul style="list-style-type: none"> recognising, valuing and celebrating the differences between people
E	Empathy	<ul style="list-style-type: none"> identifying with a customer's feelings and having respect for alternate points of view

Core Competencies

<p>Delivering excellent services</p> <p>You focus on getting it right first time, actively looking for better ways to deliver a quality service</p>	<ul style="list-style-type: none"> Engage customers to determine the options and solutions that best meet their needs Work to understand the diverse needs and expectations of customers Ensure quality standards are set and monitor progress to ensure high quality services are delivered Monitor and evaluate satisfaction levels and service performance and seek to improve services Anticipate potential problems and initiate ways to overcome them Proactively look at the services delivered and suggest ways in which it can be improved Welcome and actively use new technology to deliver the service Take ownership of issues and problems
<p>Communicating effectively</p>	<ul style="list-style-type: none"> Communicate clearly and directly in a way that meets the needs of the recipient Check understanding and re-present or information to correct any misunderstandings or mistakes

<p>You adapt your style of communication with different people and in different situations to ensure mutual understanding</p>	<ul style="list-style-type: none"> • Ask the right questions in the right way to clarify meaning • Understand and work to reduce barriers to effective communication • Listen actively to others, understand and respond to key messages • Demonstrate openness in sharing information and keeping people informed
<p>Working effectively</p> <p>Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money</p>	<ul style="list-style-type: none"> • Manage own work to deliver on time and considers the impact on others when prioritising tasks • Ensure systems are in place to manage workload efficiently and effectively • Meet THCH agreed performance standards, thinking ahead and identifying any problems in doing so • Take ownership to complete assigned tasks/projects independently and with guidance when required • Understand and work to achieve the aims of the team/department and monitor progress regularly • Use initiative in suggesting ideas for improving service quality and value for money • Freely share knowledge and information with others across the organisation • Manage own development and performance and provides information and support to assist the development of others
<p>Working with others</p> <p>You understand your impact on, and how to work with, others. You share ideas and experience to achieve objectives</p>	<ul style="list-style-type: none"> • Proactive in building rapport with colleagues and external customers and stakeholders , respecting other people’s values, views and opinions • Cooperate and work effectively as part of a team • Share and implement good work practice across team and departmental boundaries • Understand how your job contributes to the team, service and organisation objectives and can describe this to others • Work to effectively resolve differences with colleagues • Support others by sharing information, knowledge and experience and promote organisational learning

<p>Date issued:</p>
<p>June 2021</p>