

# JOB DESCRIPTION

## *Home Improvement Team*

### *Co-ordinator*



April 2019

**Department:** Property Assets  
**Location:** Selkirk  
**Responsible to:** Property Manager

#### **Job Purpose**

To support the development, management, implementation and delivery of the Component Replacement Programme as set out and annually refreshed in the Asset Management Plan.

To work with all key stakeholders, particularly local communities and customers, helping to establish and deliver priorities with associated Asset Management Plan whilst maximising customer satisfaction with our investment in component replacement. Programme works and team schedules to ensure delivery of plan and engage with external contractors who will also support the delivery of the Component Replacement Programme.

#### **Main Responsibilities:**

##### **Stakeholder Engagement**

- To lead on the delivery of the Component Replacement Programme consulting and engaging with colleagues, suppliers, directly impacted customers and customers whose homes are part of a future Component Replacement Programme.
- To organise the delivery of the Component Replacement Programme through the Home Improvement Team.
- To organise and participate in relevant methods of consultation.
- To contribute to newsletters and any other relevant publication meetings.

##### **Particular Duties**

- Using feedback from customers and other stakeholders, identify improvements which can be made to the Component Replacement Programme and its delivery.
- To assist in the development of a fully costed and deliverable annual Component Replacement Programme.
- To engage with customers and customer representation groups on the development and delivery of the Component Replacement Programme.
- To assist in the preparation of an annual report against progress of the Component Replacement Programme.

##### **Staff Responsibilities.**

- Assist in the recruitment and the continued management of the Home Improvement Team of 4 tradespersons and 1 apprentice.

##### **General**

- Ensure compliance with the organisation's Equality and Diversity policy and relevant legislation.
- Ensure compliance with, and promotion of, the organisation's Health & Safety policy and Legislation.
- Ensure full compliance with the organisation's Procurement Strategy and policies.

- Demonstrate a commitment to environmentally friendly practices in line with the organisation's Environmental Sustainability Strategy and relevant legislation.
- Undergo training as necessary.
- Carry out any other task as directed by the Property Manager consistent with the objectives of the post.

# PERSON SPECIFICATION

## *Home Improvement Team*

### *Co-ordinator*



April 2019

**Job Title:** Home Improvement Team Co-ordinator    **Reports to:** Property Manager

<b>1. Knowledge, Skills, Qualifications, Competences (Person Specification for a fully competent job holder)</b>
<b>1. Education and Qualifications</b>
<ul style="list-style-type: none"> <li>Advanced City &amp; Guilds, HNC or SVQ3 in a recognised trade (SCQF Level 7 or above) or</li> <li>Suitably qualified, time served tradesperson</li> </ul>
<b>2. Experience</b>
<ul style="list-style-type: none"> <li>2-years line-management / supervisory experience</li> <li>Experience of managing contractors and operational / trades people</li> <li>Experience of working within domestic properties - void and occupied</li> <li>Experience of managing and improving internal and external customer relationships</li> <li>Experience of managing and delivering projects ie. voids / component replacement works projects</li> <li>Experience of overseeing / assisting in the training of apprentices</li> <li>Experience of delivering Tool Box Talks and Team Talks</li> </ul>
<b>3. Knowledge</b>
<ul style="list-style-type: none"> <li>Good working knowledge of modern office technology and information technology applications</li> <li>An understanding of how to maximise and measure productivity</li> <li>A working knowledge of Key Performance Indicators, their development, monitoring and reporting</li> <li>An understanding of health and safety legislation and compliance in the work place</li> </ul>
<b>4. Skills/Abilities</b>
<ul style="list-style-type: none"> <li>Competent user of Microsoft Office applications</li> <li>Effective communication skills - verbal and written</li> <li>Able to influence, negotiate and manage conflict</li> <li>Able to work under pressure, programme and prioritise to meet deadlines and performance targets</li> <li>Able to specify works and work with a Schedule of Rates</li> <li>Able to prioritise workload and use own initiative</li> <li>A team player, able to embrace cross-team working and co-operation</li> </ul>
<b>Personal Attributes</b>
<ul style="list-style-type: none"> <li>Highly motivated and enthusiastic</li> <li>Results orientated</li> <li>Diplomatic and professional</li> <li>Responsive and flexible approach, including a flexibility in relation to working hours</li> <li>Has personal integrity and credibility and engages in a positive manner with customers</li> <li>Seeks feedback and learns from experience</li> </ul>

# CONDITIONS OF SERVICE

## *Home Improvement Team*

### *Co-ordinator*



May 2019

**Department:** Property Assets  
**Location:** Weaving Shed, Selkirk  
**Responsible to:** Property Manager

#### **SALARY**

The salary for this post is £34,500 per annum.

#### **PROBATIONARY PERIOD**

This post requires the satisfactory completion of a six-month probationary period.

#### **METHOD OF PAYMENT**

Monthly on the last Thursday of each month direct to employee's bank or building society account.

#### **ALLOWANCES**

Business Mileage Rates, currently 45p per mile, are payable for staff using their own vehicle on Association business. This post is classed as an essential car user therefore the postholder's own vehicle must be insured for business purposes.

#### **PENSION**

All employees are normally eligible to join the Scottish Housing Association's Pension Scheme Defined Contribution.

#### **HOURS OF WORK**

37.5 hours per week. Due to the nature of our work a flexible approach to working hours and routines is required.

#### **LEAVE**

The leave year runs from 1 April to 31 March. The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per calendar year of service up to a maximum of five additional days. Leave for part-time staff is in proportion to hours worked. The Association reserves the right to set compulsory holiday periods eg. trade fortnight and Christmas - New Year Office Closure.

#### **SICKNESS ALLOWANCE**

All permanent employees will be entitled to sickness allowance as follows:

<b>Service</b>	<b>Entitlement</b>	
	<b>Full pay</b>	<b>Half pay</b>
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

**NOTICE PERIOD**

By Eildon: One calendar months, subject to statutory minimum  
By Employee: One calendar months

**OUTSIDE WORK**

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work does not affect the performance of their duties with Eildon.

**INTERVIEW EXPENSES**

Where applicants are required to travel to attend interview Eildon will reimburse reasonable travel and subsistence expenses incurred. All expense claims other than car mileage must be supported by receipts. No expenses will be paid where an applicant withdraws or refuses an offer of employment.