

Job Profile

Job Title	Housing Management Coordinator		
Job Reference No.	HOMEJD209	Date of issue:	May 2026

The job in a **nutshell...**

This role supports customers to live safely and confidently in our services. It keeps day to day housing tasks running well, so customers get clear information and a reliable service. The role supports with a range of housing management responsibilities including local ASB, arrears, allocations, repairs, estate inspections and works with wider teams to support customer feedback and engagement.

What **success** will look like...

Rent and service charge income is collected and recorded accurately because you follow up on accounts early and keep clear information. Arrears stay low and customers understand what they need to pay. Managers have confidence in the data because it is always up to date and accurate.

Void rooms/flats turn around quickly and safely because you manage checks, cleaning and repairs without delay. Properties stay ready to let and occupancy remains high. Clients move in on time because nothing is held up in the process.

Health and safety checks happen on schedule and are recorded clearly. Risks are spotted early and acted on, so properties stay safe for clients, colleagues and visitors. Contractors know what is required and work meets the standards we rely on.

Repairs are raised, monitored and completed within the expected timescales. Issues are followed through until they are fully resolved. Properties stay in good condition because defects are not missed and contractors meet the quality expected.

You'll signpost customers to wider support and escalate any safeguarding concerns.

Housing records remain accurate because information is entered after each visit, action or decision. Managers and partners can trust the data when reviewing performance or planning future work. Nothing is lost because systems are always updated.

Customers understand their tenancy responsibilities because you give clear information and follow through on actions. Concerns about welfare or behaviour are addressed early so issues do not escalate. Contact with customers stays calm, respectful and focused on what they need.

Neighbours, contractors and local partners stay confident in the service because you communicate clearly and deal with concerns in a timely way. Issues are resolved before they grow, helping the service maintain a positive presence in the community and effective joint working.

You'll manage customer complaints by recording the concern through Home Group official complaints process and seek to resolve them before they escalate.

You will officially log any ASB issues that arise and work with both parties to come to a suitable resolution. Any high risk ASB will be escalated to line management.

You will actively be involved in service improvements through service reviews ensuring all action plans are completed within deadlines.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are intuitively collaborative • We work with others as part of one Home Group team • Be open, respectful and value different opinions and ways of working	Housing management knowledge • Understanding of tenancy law and enforcement • Knowledge of repairs, voids and property standards • Experience of managing rent or service charge income
We get where our customers are in their lives • Listening to customers to understand their needs • Advocate for our customers regardless of who they are and amplify their voices • Recognise each customer is different and adopt a flexible, personal approach • Behaviour	Supported housing experience • Worked in social, supported or property management settings • Worked with care or support partners • Comfortable responding to varied client needs
We have an eye for detail • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way • Pays attention to the details	Risk and caseload decision making • Able to make decisions in line with policy and risk • Experience of taking formal tenancy action where needed • Confidence working alone and managing a caseload

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience using housing or case management systems

Understanding of how regulators like CQC influence supported housing

Basic knowledge of building or defect checks

Experience working with external landlords or partner agencies

Confidence learning new systems or processes with support and embrace change

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	
Manages People	No	# of direct reports circa	
Travel	Occasional	Driving Essential	No
DBS	Enhanced with barring		

