

Job Profile

Job Title	Regional Coordinator		
Job Reference No.	HOMEJD1251	Date of issue:	July 2026

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

This role brings together activity across housing, repairs, asset and development teams to keep regional plans moving. It maintains clear records, tracks actions risks and priorities and coordinates follow up so senior leaders stay focused on what matters most.

You coordinate people, plans and information so work joins up properly. You'll use strong administrative skills to make sure actions are tracked, meetings run well, and complex issues are followed through. Because of you, the region runs in a more organised, connected and responsive way for customers and colleagues.

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

Regional plans stay on track because there is a clear and shared view of priorities, risks and progress. Work across housing, repairs, asset and development joins up in a practical way, and competing demands are balanced. Senior leaders trust the information they see and use it to make timely decisions, with fewer surprises and less reactive problem solving.

Up to date reporting gives a clear picture of where things are going well and where attention is needed. Data is accurate, timely and easy to interpret, supporting Senior Operations Managers and the Regional Director to act quickly and confidently when issues begin to emerge.

Actions and dependencies across workstreams are consistently tracked and followed through. Nothing important gets lost or delayed, even where activity spans multiple teams. Your strong coordination skills ensure bottlenecks are identified and resolved before they impact customers or performance.

Meetings and forums run with purpose and clarity, and actions are agreed and recorded. Follow ups are completed on time, and there is clear accountability for what happens next. Time spent in meetings adds value and leads to tangible progress.

Complex customer cases are progressed and resolved effectively. Issues that cut across services are coordinated in a joined-up way, with the right people involved at the right time. Customers experience fewer delays and clearer communication, because activity behind the scenes is organised and driven forward with care and urgency.

Customers experience a more consistent and joined up service across the region. Differences between teams and services are understood and managed, reducing gaps or duplication. Because activity is better aligned, customers receive clearer responses and more seamless support, even where multiple teams are involved.

Partnership commitments and external relationships are well managed. Agreed actions with partners are tracked and delivered, and risks or delays are quickly highlighted. The region maintains credibility with partners and stakeholders because commitments are met and communication remains clear, timely and reliable.

Senior team activity is well coordinated and focused on the right priorities. Time and attention are directed where they will have the greatest impact, and last minute pressures are reduced. Customer involvement activity is supported in a practical way, helping ensure local insight is reflected in decisions and improvements.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
We are intuitively collaborative • Work with others as part of one Home Group Team • Work together to understand how our strengths compliment each other in achieving our goals • Be open, respectful and value different opinions and ways of working	Cross-team coordination • Experience coordinating activity across multiple teams or services • Able to track complex actions, dependencies and priorities • Comfortable working with competing demands and changing plans
We are organisers and drivers • User performance information to drive improvements in service to customers • Be positive and enthusiastic to drive work forward	Performance and reporting • Experience producing clear and accurate performance insight • Able to interpret data and highlight risks or trends • Confidence using systems or spreadsheets to track progress and outcomes

We get where our customers are in their lives • Walk in our customers' shoes • Listening to customers to understand their needs • Understand how your role makes a difference to our customers	Governance and delivery support • Experience supporting meetings, forums and structured follow ups • Able to keep oversight of plans and ensure actions are completed • Understanding of risk, issue tracking and escalation processes
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience working in housing, repairs, asset management or development Familiarity with regional or operational planning processes Confidence supporting senior leaders or leadership teams Experience supporting complex customer cases or complaints Knowledge of customer involvement approaches and activities
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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 £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No
DBS	None		

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