

**Job Description**

**Select Move Coordinator**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

The Select Move Coordinator will be responsible for the delivery of a high quality,

customer focused applications process. Providing consistent advice and assistance in

response to telephone and personal enquires from customers, dealing with all queries at

the first point of contact where possible.

The Select Move Coordinator will deliver a range of administrative duties,

relevant to the successful operations of the Team.

**Your Team**

The Tenancy Services Team provide a wide range of housing management services and play a vital role in every tenant’s journey with CGA. The team manages the housing register and are responsible for ensuring that new tenants are able to register and place bids for homes, the team are also responsible for allocating our properties in line with local lettings policies.

The Tenancy Management side of the team deal with breaches of tenancy including reports of anti-social behaviour, environmental nuisance and tenancy fraud, the team work closely with our statutory partners to help ensure that our communities are safe and enjoyable places to live.

The team investigate all concerns of neglect or abuse, led by a dedicated safeguarding service which ensures that our customers safety and wellbeing is at the heart of all we do. We also provide housing management legal services to ensure that the tenant complies with the terms of their tenancy agreement as well as using our tools and powers to provide support and protection to victims of crime and anti-social behaviour.

**Your Manager**

Senior Tenancy Services Coordinator

**Your Key Responsibilities**

* To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* To deal with customer enquiries via all methods (e.g. telephone, e-mail, at the

association’s reception areas); providing advice and assistance at the first point of

contact on a range of queries offered by CGA and partner agencies.

* Assist applicants in registering on the waiting list.
* Deliver processes to ensure an excellent and consistent service to all CGA customers.
* To maintain the Association’s Housing Register, carrying out registrations, renewals, cancellations, medical assessments, verification checks and suspensions in accordance with CGA’s Allocation policy and procedures.
* To ensure the reception areas are maintained to a high standard and all relevant information material is displayed effectively.
* To identify vulnerable applicants at the earliest opportunity and ensure referrals are made to the relevant Officers and other support networks where required.
* To take responsibility for ensuring all sign up paperwork and application packs are up to date and available for use.
* Liaise with the Income Management Team and Tenancy Management Team to ensure that CGA policies relating to applicants with debt or history of anti-social behaviour are strictly adhered to.
* Provide a range of administration duties. Provide information in a range of formats for customers, registering informal complaints, administration of clamping service, assistance with mail outs and consultation events.
* Maintain accurate records both in hard copy format and on IT systems and use these systems effectively.
* Effectively use relevant IT systems and assist in the creation, development and maintenance of records, files and statistical information.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives
* Monitoring TSMs and external service benchmarking



**Person Specification**

**Select Move Coordinator**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Good understanding and experience of delivering the functional responsibilities of this role |  |  |
| Experience of working in social housing |  |  |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Ability to build & maintain customer relationships |  |  |
| Analytical and inquisitive in the pursuit of answers |  |  |
| Ability to challenge others |  |  |
| Strong organisational skills |  |  |
| Ability to communicate effectively at all levels and develop effective relationships |  |  |
| Proven IT literacy and experience of implementing and using IT systems to deliver high quality services |  |  |
| Able to make, and be accountable for, sound, evidence-based operational decisions |  |  |

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| **Your Qualifications and Training** |  |  |
| A full driving licence and access to a car with business insurance |  |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | ✓ |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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