



KICKSTART SCHEME

Repairs Contact Coordinator

CLOSING DATE: 15/11/2021

Salary:

Real Living Wage £9.50 per hour

25 Hours PW

Team:

Technical Services Admin Team

Responsible To:

Kate McGuinness

We are proud of being a leader in housing and providing outstanding services to our customers. Our staff are the reason we are able to achieve this.

We want people to join us who will help us grow, diversify, stretch our goals and achieve our vision of providing quality housing and services.

If you are interested in joining the Bolton at Home family, we would like to hear from you.

What is the criteria for applying?

This role aims to support local young people and provide work opportunities. The role is funded via the Kickstart Scheme, part of the Government's Jobs Plan, to help those that may be disadvantaged by long-term unemployment due to the effects of COVID-19. To qualify for the Kickstart Scheme and apply for this role you must be aged between 16 to 24 and in receipt of Universal Credit. Please speak to your Job Coach quoting reference **BAH1001B** to see if you are able to apply for this role.

What is the purpose of the role?

The Repairs Contact Coordinator will provide vital support to teams across Technical Services. They will work alongside the Business Services Team who provide administrative support for our Repairs and Maintenance Teams.

What's involved?

- Acting as a first point of contact for email and telephone queries, and carrying out pre-visit telephone checks for repairs and maintenance appointments
- Providing general administrative support to the team including;
- Data inputting
- Producing Correspondence
- Collating and distributing documents
- Using systems and processes to ensure compliance.
- Extracting, analysing and presenting data when required to provide regular performance information.



What are we looking for?

- Good literacy skills and can produce documents that are accurate and to a good standard
- Confident in using IT, including some experience using Microsoft Word and Excel.
- Listens with interest to the needs of our customers and able to build good relationships
- Ability to manage and prioritise a range of demands and tasks to achieve positive outcomes
- Ability to analyse data and identify trends
- Ability to work collaboratively as part of a team and meet deadlines

What you will need:

You will be motivated to develop your career and have a keen interest in helping people.

What we can offer you:

- 6-month work placement to gain key skills and confidence that comes with being active and in work
- Experience working as part of a team in both an office/home office and virtual customer facing environment
- Help you to enhance your organisational, communication and personal skills
- Relaxed and friendly work environment
- Wrap around employment support including, CV guidance, STAR example building, interview preparation, one to one support looking at personal barriers into employment, training, and in work support
- Health and well-being services

For more information please visit our Careers Site for further information
www.boltonathome.org.uk/jobs