

RETROFIT PROJECT COORDINATOR

Recruitment pack

Homes in Sedgemoor

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360

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Welcome to Homes in Sedgemoor

Dear Applicant,

Thank you for your interest in working with us at Homes in Sedgemoor. This is a great opportunity for an outstanding professional to join us at an exciting time.

We are looking for someone to carry out survey visits on behalf of Homes in Sedgemoor, taking ownership of all retrofit works and liaising with residents to ensure a smooth process from end to end. You will follow up with post inspections signing off works where possible. You will be responsible for the budgets and ensuring value for money.

The successful candidate will be joining an award-winning organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a small but passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the detail about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsedgemoor.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications



What we offer

We want Homes in Sedgemoor to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



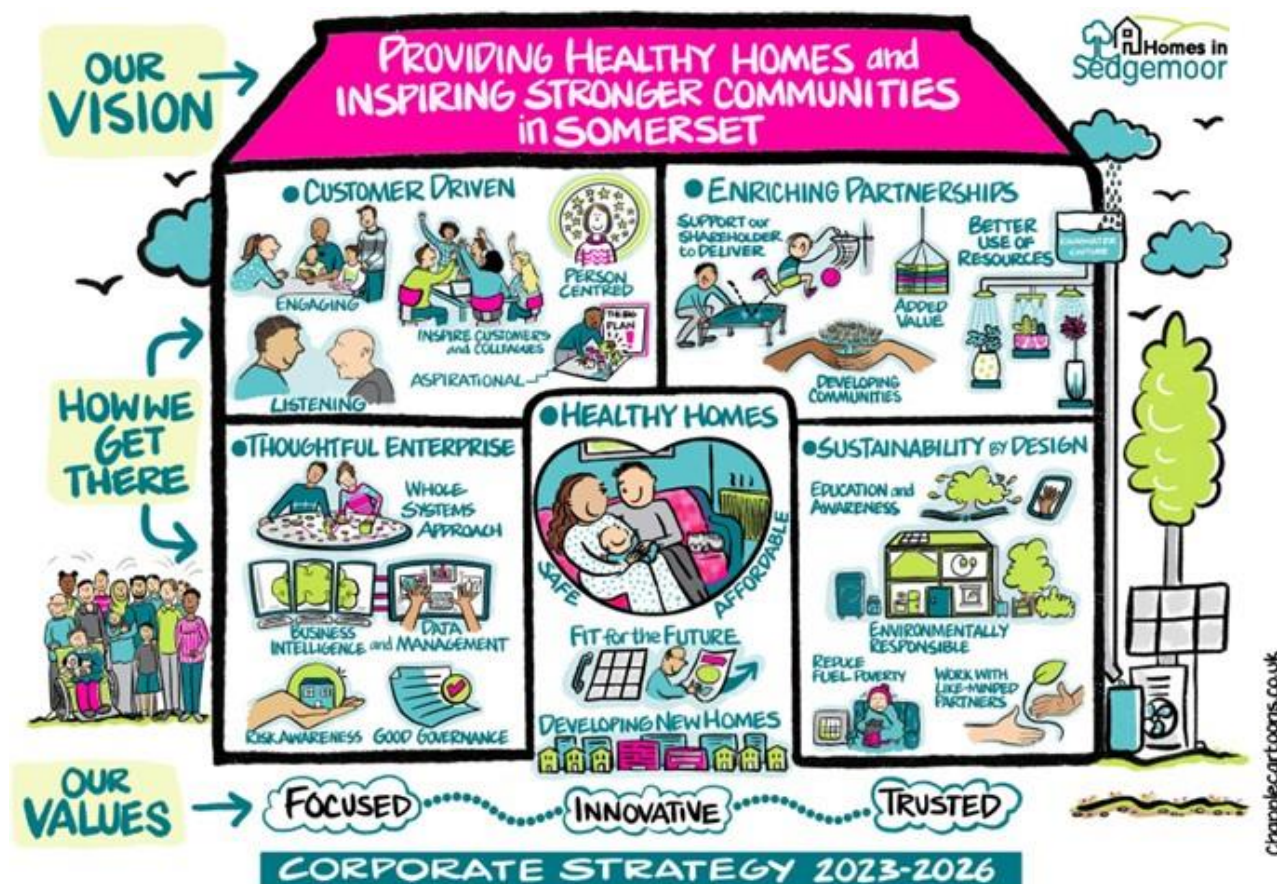
- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt. In addition to flexible working, you can accrue extra time off via our flexi scheme.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

About Homes in Sedgemoor

Here at Homes in Sedgemoor, our customers are at the heart of everything we do. We're the largest housing provider in Sedgemoor, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes, are provided to the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title: Retrofit Project Coordinator

Salary: £36,124 to £38,626 per annum

Annual Leave: 27 Days, plus bank holidays

Car Allowance: Generous mileage allowance

Job Purpose:

You will:

- Carry out survey visits to properties and ensure all Retrofit works are completed in accordance with Homes in Sedgemoor (HiS time scales and standards)
- Take ownership of all Retrofit works from inception to completion, including chasing contractors for updates and certification
- Liaise with residents to ensure a smooth process and answer queries and questions along with dealing with any issues/complaints.
- Carry out Post Inspections and sign off works
- Monitor relevant budgets and ensure value for money
- You will report to the Data & Investment Specialist (HiS)

What will I have to do?

You will:

- Continually develop all services, delivering sector leading service excellence; on time, within budget and to agreed quality standards ensuring exemplary standards of customer care
- Be aware of asbestos database and ensure all staff, contractors, consultants, tenants etc. are briefed on the existence of asbestos in accordance with the Asbestos Regulations as necessary. This includes ensuring information is passed to the contractor prior to works commencing; that robust systems are in place which ensure the contractors and operations are trained on the Asbestos Emergency Plan
- Ensure value for money is achieved and recorded across all Retrofit contracts, including identifying and ensuring any agreed rebates and repayments back to Homes in Sedgemoor & Somerset Council.
- Ensure both organisation's health and safety responsibilities and codes of conduct are met via the actions and behaviours of staff and contractors. In the event of any health and safety breaches take appropriate action to remedy and inform the Contract Management Specialist at the earliest opportunity.
- Ensure compliance with all Health and Safety Legislation for each contract and areas of work.

- Ensure contractors complete works within agreed timescales and that all relevant documentation is in place and saved to relevant platforms.
- Work with contractors to build an achievable programme and monitor weekly to ensure programme is adhered to.
- Ensure the resident engagement plan is followed throughout delivery and ensure customers are held at the centre of all works delivered and customer satisfaction remains high.
- Bring to the attention of the relevant HiS & SC management, any systems or processes where you know or have concerns that they may be deficient.
- Effectively and efficiently monitor and manage budgets regarding all Retrofit works.
- Coordinate / attend meetings with contractors both onsite and remotely.
- Ensure financial control, identifying and reporting budget variances, providing corrective plans for overspends and areas for efficiency savings to deliver improved value for money services.
- Responsible for ensuring the specifying, procuring and management of contract works is carried out in accordance with contract standing orders and financial regulations and jobs are raised and closed down on our systems. (including signing off invoices)
- Immediately raise any concerns in relation to safety with Contracts Management Specialist and escalate if necessary.

What do I need to be successful?

- Be technically strong, solution focused and a proven decision maker.
- Take responsibility for health and safety and comply with all safety legislation appropriate to building and construction.
- Proven track records of problem-solving capabilities & project management.
- Strong focus on customer satisfaction and the customer experience
- Retrofit experience / qualifications desirable but not essential.
- Sound commercial awareness and financial acumen.
- Ensure a safe working environment for customers, staff, the public and contractors by ensuring that health and safety is effectively planned, organised, controlled and monitored
- Put Customers First; be a team player and deliver high standards
- Ensure all statutory duties are implemented and complied with and be responsible for delivering contracts within timescale and budget, to a high level of customer satisfaction
- Keep your promises, be flexible, reliable and work well under pressure, prioritise and plan ahead
- Deliver the right result, think outside the box and be responsive to change and creative in approach
- Track record in delivering a high quality, customer and performance focussed maintenance or investment service in a similar or commercial environment.

- Successful programme and project management
- Contract management and CDM.
- Management of asbestos within the contract's environment.

How will I evidence my success?

I will...

- Successfully meet the KPIs and objectives agreed for myself and my team.
- Successfully manage all contractors and contracts to ensure our customer gets the best possible service.
- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them
- Be able to demonstrate the service improvements I have delivered with tangible results that show success
- Evidence that the Assets policies and processes have been effective in managing risk and providing good customer service
- Evidence that the organisation is fully compliant with legislative obligations e.g. health and safety and procurement requirements for my area
- Deliver my services within my allocated budget and evidence sound budget management through the year
- Provide excellent service to all our customers, both internal and external.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Thursday, 12 December 2024
Closing date	Monday, 6 January 2025
Shortlisting	W/C 6 January 2025
Formal interviews	Wednesday, 8 January 2025
Reference checks and confirmation of appointment	W/C Monday, 13 January 2025

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsedgemoor.org) (www.homesinsedgemoor.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Sedgemoor, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is Monday, 6 January 2025, at 5pm.