

Job Title	Planned Works Co-ordinator	Location	London, Chesterfield, Havant, Exeter, Milton Keynes, Oldham	Job Family	Grade
Reports to	Damp, Mould & Condensation Manager	Designation	Hybrid	Guinness Property	B3

Overall Purpose: To manage HHSRS cases efficiently, keeping residents informed and meeting legal and safety standards.

Responsibilities & Outcomes	Skills / Experience	General Role Expectations						
Key Responsibilities: • Ensure timely and effective case management of all Damp & Mould CRM cases, in line with Awaab’s Law timeframes, working closely with regional operational teams to meet statutory and internal KPIs, including planning works where required. • Maintain accurate and up-to-date records in all relevant systems to reflect case progress, actions taken, and compliance with legal response deadlines. • Provide clear, proactive communication to residents, ensuring they understand the nature, schedule, and expected completion of remedial works. • Ensure all customer data is processed in compliance with GDPR, while maintaining transparency and accountability in case handling. • Respond to all written, electronic, and telephone enquiries within the service standards and legal timeframes, ensuring CRM cases are updated accordingly. • Implement and monitor Health and Safety measures to protect residents and staff, especially where damp and mould pose immediate risks. • Identify and escalate safeguarding concerns in line with organisational procedures, ensuring timely intervention and reporting. Key Outcomes: • All damp and mould hazards are assessed and resolved within the legal timeframes set by Awaab’s Law, with appropriate skills and resources deployed promptly. • Appointments and remedial works are completed on time, with clear communication and satisfaction confirmed by residents. • Operational efficiency is maximised, with minimal travel time and optimal scheduling of staff and contractors. • All works are delivered safely and proactively, with risk assessments and Health & Safety protocols prioritised in accordance with Awaab’s Law. • Performance targets and KPIs are consistently met, demonstrating compliance and service excellence. • Safeguarding concerns are accurately identified, recorded, and escalated to Tenancy Enforcement or relevant authorities, ensuring resident safety and legal compliance.	Essential: • Experience of working in a customer focused environment. • Experience of working within agreed performance targets. • Proven ability to work methodically, follow agreed procedures and accurately record data and information. • Ability to work in a fast-paced environment and under pressure. • Experience of working with databases and Customer Relationship Management (CRM) System. • Microsoft office including Word and Excel. • Demonstrate the Guinness Behaviours. Desirable: • Experience of scheduling work. • Experience of working with sub-contractors. • Excellent organisational and time management skills. • Experience of Accu Serv job management system. Qualifications Essential: • Educated to NVQ II, or equivalent GCSE’s. Desirable: • Microsoft and/or business intelligence related professional certification or equivalent evidence of competency. Other <table><tr><td>Driving Licence Required</td><td>No</td></tr><tr><td>Mobile working required</td><td>No</td></tr><tr><td>Evening and weekend working required</td><td>No</td></tr></table>	Driving Licence Required	No	Mobile working required	No	Evening and weekend working required	No	<i>These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i> Accountability: • Assigned and accountable for specific areas of responsibility /deliverables • Performs a range of tasks which vary in complexity within scope of their function • Makes decisions within parameters set by manager, using job/specialist experience People Skills: • Has regular communication with internal/external contacts and builds relationships required to deliver priorities • Works collaboratively with colleagues to deliver accountabilities • May <i>prioritise</i> and <i>oversee</i> activities of others to meet required deadlines and standards • Coaches inexperienced team members • Provides <i>first level</i> advice and support for others • May manage or support consistency of the employment experience in own area Impact & Influence: • Decides within a range of solutions/practices which are the most applicable • Actions have predominantly local or internal impact on one or a small number of individuals • Required to share knowledge and experience with others • Adapts own behaviour to influence colleagues/peers Thinking Challenge: • Assists in the identification, assessment and resolution of a range of issues/problems • Required to assess and resolve <i>standard/ non-standard</i> issues/problems, largely <i>on own initiative</i> • <i>Implements</i> procedures to ensure continuous improvement Customer Service: • Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.
Driving Licence Required	No							
Mobile working required	No							
Evening and weekend working required	No							

You are also required to undertake any other duties within your capabilities as may be reasonably required.