

Job Description

Job Title:	Property and Maintenance Coordinator
Salary:	£23,000 - £28,000 depending on skills and experience
Hours:	Ordinarily 8:00am – 4:30pm Monday to Friday. Some out of hours and weekend work also required.
Reporting to:	Facilities and Project Manager, Maintenance Manager and Property Manager

Job Summary

The main purpose of this role is to coordinate the smooth running of the Maintenance team's activities including responding to maintenance tasks raised by the people living in Live-in Guardian's properties, setting up the team's daily work schedules, ensuring essential property documents have been carried out and uploaded to the relevant systems before people are moved into properties, and controlling the stock and general activities within the warehouse. In addition, supporting the Property Manager with client issues and tasks.

Duties and Responsibilities

Guardian Tasks

- Act as the first point of contact for the people (known as Guardians) living in Live-in Guardian's properties that raise maintenance issues, ensuring the online property management platform 'Arthur Online' is used.
- Request more details or photos from the Guardian where required, to ensure the maintenance operative has the correct information before attending.
- Create and circulate weekly reports detailing tasks that are outstanding on Arthur Online and any other issues.
- Communicate with Guardians using the online platform to notify them of the status of tasks that they have raised and continue to liaise with them regarding any updates.
- Sign off tasks and work orders once complete. Update the notes on Arthur Online and inform the Guardian of the action taken to get this resolved. If they deem a task to have not been completed, it is the responsibility of the Coordinator to reopen the issue and action accordingly.
- Ensure tasks are kept to a reasonable level and are actioned swiftly and correctly.
- Ensure that all tasks raised are labelled correctly and assigned to the correct department.

Property/Client

- Create and circulate weekly reports detailing outstanding property documents including, but not limited to electrical, gas and fire certificates, company quality control forms, PAT testing, floor plans, asbestos reports and FRAs.
- Ensure that outstanding documents are completed and uploaded to the appropriate system promptly. Notify the Property and Maintenance managers immediately of any problems with documents that cannot be resolved or resolved promptly.
- Update the Property team with regards to the stage property startups are at, including timescales for documentation and works.
- Work alongside the Property Manager to answer client requests.

Maintenance team

- Arrange the diary of all maintenance staff by assigning tasks via work orders and following up with the team to check they are clear as to where they are meant to be working and what they should be doing.
- Ensure the schedule is up to date at all times and aim to be filled 2 weeks in advance.
- Assign maintenance tasks in order of priority ensuring that the task is assigned to the most appropriate staff member available to carry out the task.
- Ensure that maintenance staff are accepting and updating the work orders that are assigned to them.
- Frequently follow up with maintenance staff for updates regarding tasks they have been assigned.
- Ensure the Maintenance team have up-to-date details of Live-in Guardian's current properties including what they are known as and their addresses.
- Ensure all maintenance staff have trade, fuel and any other cards needed to carry out their jobs.
- Ensure that approval is in place in writing from management for purchases on reactive jobs which go over the agreed threshold.
- Report to Maintenance managers with a daily update as to the status of works and any issues.

Suppliers/Contractors

- Liaise with and be the main point of contact for suppliers and contractors booking them for jobs, keeping LIG staff up-to-date regarding their attendance and works to be carried out.
- Set time frames and chase for updates as necessary.
- Arrange clearances on property start-ups and handbacks.

Vehicle Fleet

- Manage the congestion and Dartmouth Charge accounts.
- Ensure company vehicles are kept in road tax and under MOT.
- Book in vehicle repairs, MOTs and services when required.
- Keep the vehicle mileage log up to date weekly.
- Manage and ensure the company vehicle policy is followed at all times and that employees that have company vehicles have read and signed this document. These documents should be signed and stored on the system so that they can be accessed by relevant staff as and when needed.

Warehouse/Stock

- First point of contact for stock deliveries including white good deliveries to Guardians or deliveries direct to site.
- Stock control – produce and circulate monthly stock level reports including details of what is in and out of stock.
- Replenish and ensure that suitable levels of stock are available in the warehouse.
- Ensure that white goods are onsite before Guardians have moved into a property, keeping the relevant LIG teams updated (Guardian, Welfare, Admin and Property).
- Order other stock for the Maintenance team such as tools as required.
- Raise sales orders
- Oversee and control the warehouse and its activities, in general, ensuring that it is tidy and secure.

General

- Undertake other duties as required by the Maintenance Managers. Tasks such as access and other general off-site tasks are not a frequent requirement of this role.

Requirements

- Three years or more of admin experience.
- Experience of having worked in the maintenance, construction or property sectors.
- Excellent customer service skills with three years or more dealing with customer queries and complaints.
- Computer literate with experience in using Microsoft Office, including Word, Excel and Outlook.
- Experience of using property management platforms such as Arthur Online, Simpro or similar.
- Experience of having worked in a busy office environment.

Live-in Guardians

Live-in Protection

- Excellent written and oral communication skills.
- Experience of planning, organising and managing own workload.
- Ability to work to agreed deadlines with limited supervision.
- Ability to work independently, and as part of a small team.
- Ability to communicate, liaise and negotiate with a diverse range of people.
- Ability to solve problems by using common sense and practical approach.
- Ability to manage and co-ordinate a variety of tasks at one time.
- Willingness to put into practice the aims and values of Live-in Guardians.
- Driving licence (full clean)

Company Summary

Live-in Guardians is the market leader in vacant property protection; through our Guardianship model, we work with property owners to protect their vacant properties by placing professionals and key workers into these properties as Guardians to live.

The properties can be anything that is suitable to be changed into accommodation and can include: offices, flats, houses, fire stations, schools and even places of worship.

Now in our tenth year, we are expanding and looking for talented individuals who are excited to work in a progressive industry which is currently working with policymakers to raise standards and change the Landscape of temporary accommodation and property protection.