



Relationships Co-ordinator

Reports to: Senior Relationships Co-ordinator

Working in: The Relationships Pod

At Red Kite we don't just work for our customers, we work with them. That's one of the reasons why we believe that building and sustaining great relationships is paramount to our future success. To do that we need dedicated and empowered staff that value internal and external customers alike and care about providing great service.

Whether its managing customer expectations, co-ordinating tenancy management services or working to improve how efficient or effective we are as a team for our customers, this role is all about the team. Working with a team, you will be a key part of our Relationships Pod and will need to build lasting and sustainable relationships with your colleagues and our customers. Ensure that the services we provide run smoothly, that we capture key customer data and manage our customer records.

One of the primary responsibilities for these roles is to support key front-line services with tenancy management functions, e.g. pre-tenancy assessments, successions, assignments, mutual exchanges; managing decants as well as taking ownership of continuously changing support requirements as they emerge day to day. The successful candidate will need to be passionate about delivering great customer service, have a 'keen eye to detail', a person who is great at prioritising and juggling multiple tasks. They will need to understand the wider Pod requirements, work well with others to cover key co-ordination duties and be able to use their initiative to help us achieve our goals. They will need to be organised. Good information paves the way for great services, so if you think you have what it takes to support our Relationships Pod, read on.

What we need you to do:

- Be a valuable member of the Relationships pod, responsible for co-ordinating some of our key front-line processes and providing an approachable and knowledgeable service to internal and external customers alike
- Co-ordinating and managing pre-tenancy assessments, tenancy management tasks, such as assessing, updating/inputting data, co-ordinating and making decisions on mutual exchanges, successions, assignments, decants, raising purchase orders, checking information or completing documents so that our services are provided in a timely manner
- To ensure customer enquiries are handled courteously and professionally in line with the Relationship Strategy
- To provide a high quality, award-winning, sector example and customer-focused service
- Support the Relationships Pod by planning ahead to enable all duties to be performed consistently when one of our co-ordinators is on leave or unavailable
- Be flexible and focus your time and efforts on the most important areas for our customers and the Pod to achieve its critical success factors
- Take ownership for monitoring key information within the Pod and reporting it back to staff and management as required
- To maintain confidentiality with regards to customer records and ensure that the team access the information within constraints placed by pre-defined data access rights and as limited by data protection

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- Work in partnership with others to make sure that timely demands are met
- Promote tenant and leaseholder involvement and work with customer representatives to improve service delivery and take full account of their needs
- Ensure our vision and values influence every aspect of our business

What you will be responsible for:

- Working as part of a team of co-ordinators supporting and managing pre-tenancy assessments, tenancy management activities and provide necessary cover when other co-ordinators are away avoiding a single point of failure
- Getting the best from our IT tools to provide information to your colleagues in a timely manner, working to build mutually beneficial relationships with our customers
- Being one of the 'go to' people in the Pod, adapting our services and your focus as required to provide the best outcomes for our customers and the organisation
- Co-ordinating tenancy management/changes activities to support our Relationship Pod, such as, administering Housing Benefit changes, transfer incentives, succession and assignment requests, decants, raising purchase orders and refund requests, managing Mutual Exchange process and liaising with other stakeholders to ensure efficiencies and within the target timescales
- Building and maintaining excellent working relationships with colleagues, existing and new partners as well as with our customers directly, to improve services
- Focussing on getting the best outcomes for our customers
- Carrying our general co-ordinator duties that ensure accurate data for the use of management information and supporting front line services

What our teams will see in you:

- Someone with excellent written and verbal communication skills, who can handle pressure well and prioritise conflicting but important tasks to achieve results
- Someone who is approachable and successfully achieves short term and long-term objectives
- An analytical and detail driven background
- To promote and participate in good team working practices and to demonstrate these whenever possible.
- Someone who has have worked successfully as part of a team to achieve collective goals
- An organised individual that strives to provide the best possible service for our customers and colleagues
- Someone who takes responsibility for own performance, taking a proactive stance to ensure performance meets or exceeds standards required of the service

Where you have come from:

- An environment where you have shown an ability to build and maintain excellent working relationships with partners, colleagues as well as with both internal and external customers
- A customer focused, results driven person who supports decisions, listens to others and is prepared to challenge and champion new ideas
- A strong co-ordinator background with the ability to multi-task
- A flexible person who sees the benefit in teamwork

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As a person, you will:

- Have a 'can do' attitude to do something because it's right, not because it's easy
- Have experience of effective tenancy management processes within the social housing sector and a good understanding of housing management related regulations
- Be able to support a wide range of staff, each with their own priorities and deadlines
- Be driven to succeed against your objectives and enjoy knowing that you have played your part in a successful team
- Have an infectious 'can do' attitude that rubs off within the team and instils confidence in all around you
- Be able to build and maintain excellent working relationships with our partners and customers as well as other key stakeholders
- To work actively and co-operatively as an effective team member, collaborating with and informing colleagues across the organisation. To ensure effective communication and information sharing as appropriate
- To be a constructive and positive communicator at all times and at all levels with both customers and colleagues
- To contribute to the sharing of knowledge between the Relationship Pod and the service delivery teams
- Be able to build effective and productive working relationships with staff across the business
- Be highly organised, attention to detail, prioritising in a busy environment
- Be accurate, diligent and conscientious
- Be confident and able to work independently
- Be a creative 'out of the box' thinker who looks at new ways we can approach things
- Have an enthusiasm and desire to build your skills and knowledge