



## Job Profile

<b>JOB TITLE:</b>	<b>Technical Co-Ordinator</b>
<b>GRADE:</b>	<b>POA</b>
<b>POST NUMBER:</b>	<b>30992, 30993, 30994</b>
<b>JOB TIER:</b>	<b>4 (Manager)</b>
<b>DBS CHECK:</b>	<b>N/A - No DBS required</b>
<b>DIRECTORATE:</b>	<b>Residents Services</b>
<b>SERVICE:</b>	<b>Housing, Planned Works &amp; Facilities / Adaptations and Works</b>
<b>Location:</b>	<b>London Borough of Hillingdon – Civic Centre and site-based across LBH-owned domestic, corporate and commercial buildings</b>
<b>Reports to:</b>	<b>Adaptation and Works Insight Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Indirect Reports:</b>	<b>Contractors delivering adaptations and minor works</b>

**Note:** This job description is not intended to be an exhaustive list of duties. Other reasonable duties commensurate with the grade of the post may be required, including support to emergency or priority situations.

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### Role Purpose

The Technical Co-Ordinator is a programme-focussed operational role working under the direction of the Adaptations and Works Insight and Manager, providing technical coordination, case oversight and performance support for Disabled Facilities Grants (DFG), adaptations and associated works across operational assets.

The role has a cross-asset focus, covering social housing, private sector homes, corporate buildings and LBH-owned commercial properties, with particular emphasis

on DFG and adaptations delivery. The post holder plays a key role in the resolution of complex, high-risk or stalled cases, supporting effective decision-making and ensuring cases progress in a timely, compliant and resident-focused way.

The role supports compliance with the Regulator of Social Housing (RSH) consumer standards, Awaab's Law, Homes (Fitness for Human Habitation) legislation and the Equality Act, ensuring reasonable adjustments are identified, risks are escalated and accurate, auditable records are maintained.

The role is both Civic Centre-based and site-based, requiring regular engagement with residents, surveyors, occupational therapists, contractors and partner teams.

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## **A. Job Description**

### **1. Resident & Community Contribution**

- Act as a point of contact for residents, providing clear communication and updates regarding adaptation cases and works.
- Support timely, safe and effective delivery of adaptations that improve residents' independence, wellbeing and quality of life.
- Assist in resolving access issues, delays or concerns raised by residents and escalate where appropriate to ensure positive outcomes.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### **2. People Management**

- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Support surveyors, OTs and delivery teams by coordinating case information, resolving sequencing issues and escalating high-risk concerns when required. Provide accurate updates and technical details to support team decision-making and delivery planning.

### **3. Operational Service Delivery**

- Coordinate and support the delivery of DFG and adaptations cases across all operational assets, ensuring cases are tracked, progressed and prioritised appropriately.
- Provide technical input and coordination support for complex, non-standard or high-risk cases.
- Support the removal of delivery barriers, escalating issues where required to ensure timely outcomes for residents.

- Liaise with contractors to coordinate attendance, access and sequencing of works.
- Support the delivery of adaptations across social housing, private sector homes, corporate buildings and commercial properties.
- Ensure works are delivered safely and to required quality and specification standards.

#### **4. Service Planning & Development**

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Support operational planning by maintaining accurate data on case progression, milestones, delivery risks and outcomes.
- Contribute to service improvement by identifying recurring issues and opportunities to enhance processes.

#### **5. Financial & Resource Management**

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Support financial administration for adaptations and works programmes. Raise purchase orders within Oracle in accordance with approved instructions.
- Track expenditure against approved works and support invoice checking and receipting.
- Identify and report cost pressures, delays or discrepancies to senior officers. Maintain accurate financial information to support monitoring and forecasting.

#### **6. Service Improvement**

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.

- Identify risks, recurring issues or learning points and escalate appropriately. Support audits, inspections and internal reviews by maintaining accurate case and works records.
- Contribute to the development of more efficient working methods and improved customer experience.

## **7. Contacts**

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- **Internal contacts:** Occupational Therapists, Adaptation Surveyors, Housing, Adult Social Care, Customer Services, Finance, Legal and Property teams.
- **External contacts:** residents, contractors, suppliers, private landlords, Members and external agencies involved in adaptation delivery.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

## **9. Key Performance Indicators**

- Accuracy and timeliness of case coordination and system updates. Progression and completion times for DFGs and adaptations cases.
- Quality and completeness of records within OneServe, Compliance 365 and Oracle.
- Effective coordination of contractor attendance, access and sequencing.
- Timely and accurate handling of complaints, enquiries and Member responses.
- Contribution to improved delivery outcomes, service performance and resident satisfaction.

## B. Person Specification

### Technical Co-Ordinator

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<input type="checkbox"/>	<input type="checkbox"/>
Relevant qualification in housing, construction, surveying, therapy support, programme delivery or a related discipline, or equivalent experience.	<input type="checkbox"/>	
Evidence of continued professional development.		<input type="checkbox"/>
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<input type="checkbox"/>	<input type="checkbox"/>
Hold a valid UK driving licence and ability to work across multiple sites.	<input type="checkbox"/>	
Ability to work flexibly between the Civic Centre and site locations to service demands.	<input type="checkbox"/>	
Ability to work flexibly to meet service demands, including out-of-hours activity.	<input type="checkbox"/>	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<input type="checkbox"/>	<input type="checkbox"/>
Experience supporting DFG, adaptations or similar works	<input type="checkbox"/>	
Experience coordinating complex cases involving multiple	<input type="checkbox"/>	
Experience using systems to manage case, programme or data.	<input type="checkbox"/>	
Experience supporting performance monitoring, reporting and resolution.	<input type="checkbox"/>	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of adaptations, DFG processes and associated delivery.	<input type="checkbox"/>	

Understanding of RSH standards, Awaab's Law, Homes Fitness and Equality Act.	☐	
Strong organisational, coordination and problem-solving skills.	☐	
Competent IT skills including OneServe, Compliance 365 and Oracle.	☐	
Strong communication skills with residents, professionals and contractors.	☐	
<b>5. COMPETENCES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>“Can do” positive attitude</b> Demonstrates a commitment to changing work practices and and a willingness to try new ways of working or thinking.	☐	
<b>Takes responsibility and delivers results</b> Confident decision-maker in operational and on-site environments. Adapts to changing demands to ensure that objectives are met, overcoming	☐	
problems and making well considered decisions. <b>Team working</b> experience, when necessary, whilst respecting and valuing the contribution	☐	
other team members' experiences can bring. <b>Communication</b> and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	☐	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, reviewing service delivery and taking responsibility to ensure quality service provision.	☐	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge promoting and supporting developmental opportunities to improve performance.	☐	

<b>Our values</b>
<p><b>Respect</b> We appreciate what makes us different and include everyone.</p> <ul style="list-style-type: none"> <li>• We recognise that we all have unique talents, skills and experiences.</li> <li>• We provide a professional service to our residents and colleagues and lead by example.</li> <li>• We celebrate diversity and ensure our working practices are inclusive.</li> </ul>
<p><b>Collaborative</b> We believe in the power of working together.</p> <ul style="list-style-type: none"> <li>• We work collaboratively as one council.</li> </ul>

- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

**Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

**Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

**Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.