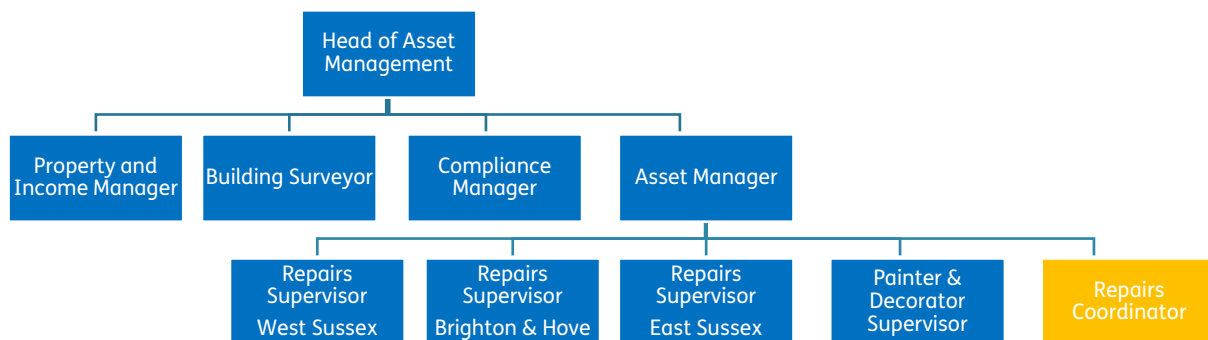


Job Profile **Repairs Coordinator**

Reporting to	Asset Manager	Job Level:
Department	Asset Management, Services	Level 2 – Service delivery
Location	Primary work base Reed House, Hove, with hybrid working (60% on-site) with regular travel across Sussex to service sites.	
Contract	Permanent, 37.5hours per week	

Where you fit



Job purpose

This is a central role within the Asset Management Team, ensuring the efficient delivery of repairs, servicing, and routine maintenance across our property portfolio - around 600 bed units plus several service and office properties – to deliver a positive experience for residents and staff.

The postholder is responsible for issuing and managing repair requests and void works, coordinating a skilled in-house repairs team and external contractors, maintaining accurate records, producing performance data, and providing high-quality administrative and operational support. The role also supports compliance with statutory and regulatory requirements.

About us

YMCA DownsLink Group is the leading charity for children and young people across Sussex and Surrey. We offer safe homes, mental health support and trusted advice.

We believe that every child and young person has the right to be safe, heard and to shape their own future. We work alongside them to make that happen.

We are here for children and young people, many of whom face multiple challenges and need our support.

Our values - *we do what's right, we work with heart, and we build real connection* – guide us in all our actions.

Key responsibilities

Repairs and maintenance coordination

1. Receive and process repair requests via all channels (email/phone/My Mobile Worker application/Pyramid) and prioritise and allocate efficiently using our property maintenance system, Pyramid.
2. Working closely with the Repairs Supervisors, coordinate the allocation of work to our in-house repairs team and to external contractors as needed to ensure repairs are completed to the required standard and within agreed timescales.
3. Prioritise and manage repairs and maintenance requests in line with all legal, statutory and regulatory requirements, ensuring that health-and-safety hazards, including damp and mould, are identified and addressed within required response times.
4. Monitor and manage void property repairs and refurbishments, raising work orders promptly, tracking progress, and ensuring turnaround targets are met.
5. Review out-of-hours and emergency repair calls, ensuring follow-up actions are completed and cases are fully resolved.
6. Support planned and cyclical maintenance programmes by updating schedules, tracking progress against deadlines and budgets, and escalating concerns as needed to the Asset Manager.

Servicing, compliance and contractor liaison

7. Act as a key point of contact for contractors to ensure statutory servicing and planned maintenance are completed on time.
8. Coordinate appointments, send reminders, track documentation, and ensure certificates, reports and compliance evidence are properly logged.
9. Submit and manage insurance claims, liaising with insurers and ensuring all documentation and follow-up actions are completed.
10. Work closely with housing managers, the Finance team, and the Compliance Coordinator to ensure asset, servicing and compliance data is complete and accurate.

Data, reporting and administrative support

11. Run scheduled reports and produce clear performance dashboards for repairs, servicing and maintenance activity and produce monthly KPI reports to the Head of Asset Management and Asset Manager, to support decision-making, identify trends, and monitor team and contractor performance.
12. Maintain and develop our asset management databases, including equipment registers, servicing schedules, void logs, compliance records and planned works trackers.
13. Provide high-quality administrative support to the Asset Management team, including document preparation, shared inbox management and note-taking at team and contractor meetings.
14. Collate and provide all necessary data and information to support responses to resident complaints, ensuring submissions meet Housing Ombudsman requirements and are provided within required timeframes.
15. Attend internal and external meetings on repairs, compliance or property management and provide updates as required.

General

16. Work within all our policies and procedures and abide by the Code of Conduct.
17. Promote a culture of accountability, continuous improvement and professional standards.
18. Attend all YMCA DownsLink Group mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equity, Diversity and Inclusion.
19. Attend appropriate continuing professional development and training events and be committed to team events
20. Carry out other duties as directed by the Asset Manager, within the scope of the role.
21. Travel across Sussex to visit projects and services (driving licence required).

Person specification

Knowledge and experience

- ▶ Experience coordinating repairs and maintenance services.
- ▶ Experience working with an in-house maintenance team and contractors.
- ▶ Experience maintaining databases, producing reports and using data to monitor performance.
- ▶ Significant administrative experience within a busy operational team.
- ▶ Experience working within a housing association or similar community setting (desirable)
- ▶ Experience of working to a professional code of conduct (including safeguarding and professional boundaries)
- ▶ Appreciation of the experiences, needs, aspirations of children and young people with multiple and complex needs (desirable, training will be provided)
- ▶ Knowledge of data protection requirements

Skills and abilities

- ▶ Ability to manage multiple tasks, deadlines and changing priorities with accuracy and pace.
- ▶ Clear verbal/written communication skills; ability to build effective working relationships with contractors and colleagues.
- ▶ Digital skills, including proficiency in MS Office 365 package and property maintenance systems (Pyramid, training on our systems provided)
- ▶ Confident with using databases and producing reports; able to spot trends and discrepancies.
- ▶ Ability to work with minimal supervision to unblock issues, follow up actions and ensure jobs are completed to standard.
- ▶ Ability to maintain accurate records, compliance documentation and data entry.
- ▶ Good stakeholder relationship skills; able to work well with colleagues across housing, finance, compliance and with external contractors; able to escalate or challenge appropriately.
- ▶ Able to keep resident and service needs at the centre of prioritising decisions around repairs.

Qualifications and training

- ▶ Customer service or business administration training (e.g., NVQ Level 2/3 Customer Service or Business Admin).
- ▶ CIH Level 2 or 3 in Housing Practice or IOSH Managing Safely qualification (desirable)

Employee declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

Name:

Signed:

Date: |