



## Canopy Housing – Maintenance Coordinator

### Person Specification

#### Essential criteria

- A demonstrable ability for identifying, diagnosing, and resolving housing repair issues.
- Familiarity with good health and safety practice, including RIDDOR and gas/electrical safety regulations.
- Experience of working in a frontline service environment
- A commitment to putting the needs of tenants first, showing empathy, patience and understanding of tenants' needs and requirements.
- Understanding of the issues facing disadvantaged people and communities, and of appropriate ways of handling this at work.
- Ability to manage own workload and use initiative to solve problems
- A commitment to improving the repairs service where you see a gap
- A commitment to sustainable construction practices.
- An ability to investigate and respond to customer complaints.
- An ability to deal with occasional crisis situations (e.g. if a tenant's house were flooded)
- An ability to work as part of a team and a willingness to help and support colleagues.
- A commitment to diversity, equity and inclusion.
- Good oral and written communication skills.
- An ability to collect, record, maintain and report on data using appropriate systems and in line with GDPR.
- Good IT knowledge, including MS Office 365 and an ability to do own administrative work.
- Full driving licence

#### Desirable criteria

- Access to your own vehicle (travel expenses will be paid).

March 2024