

ROLE PROFILE

ROLE TITLE	Capital Delivery Coordinator
DEPARTMENT	Property Services
DIRECTORATE	Customer Services
RESPONSIBLE TO	Capital Delivery Contracts Manager
RESPONSIBLE FOR	n/a

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
To analyse, coordinate and support the delivery teams (most notably Contract and Project Managers per delivery stream). Regularly report on information related to delivery of Investment projects and provide financial, project and administration support to ensure the delivery and asset data is consistently updated across the business. This role covers specialist delivery streams but also general support of operational projects and planning.	
ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<ul style="list-style-type: none"> • Provide regular updates and support to Contracts and Projects Managers on project outcomes against programme for internal and external audiences • Undertake regular audit of project related information including certification (Where applicable) and develop action plans for closing down works in a consistent manner. • Collate , analyse, monitor and report on KPIs within the contractual frameworks (Customer feedback and contract KPIs) • Provide financial Monitoring support and analysis to Contracts and Project Managers utilising the current ActiveH system (Transaction Report & Reconciliation) • Regular monitoring of CRM Task Management • Lead in liaising with the ICT team to ensure resolution of issues related to the Planned Works Module on ActiveH • Monitor and report on Strategic Core Group and contract management meeting actions • Take on specific projects as required e.g. develop handover documentation, Training and Customer engagement events • Support delivery teams in responding to written and phone enquirers and update ActiveH as necessary. • Processing works orders, completions, applications for payments or inspection requests in accordance with the policies/procedures and respond to general queries relating to proposed and confirmed investment works • Assist in the provision of information for the database for Stock Condition, Asbestos, Fire Risk Assessment and any other areas as required. 	

- Carry out other support tasks such as word processing, correspondence, specifications and providing general support to the Property Investment Team.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS		<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Good level of English and Maths • Good communication skills both written and verbal • Experience of data analysis and process management • PC skills and knowledge, conversant with all Microsoft packages and experience of working with databases. • Any relevant NVQ or other similar qualification desirable – e.g. in Customer Service, word processing, RSA II or equivalent Business Administration • Prior knowledge of the ActiveH database would be a distinct advantage, though not essential as full training will be given 	

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Orbit requires all employees to read and adhere to Health and Safety policies and procedures

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