

<b>Job Title:</b>	Housing Maintenance Coordinator
<b>Department:</b>	Finance and Compliance
<b>Work Hours:</b>	Full-time, 37.5 hours
<b>Reporting To:</b>	Finance and Compliance Manager
<b>Responsible For:</b>	Coordination of repairs and compliance contractor and dealing with resident enquiries.
<b>Salary:</b>	£26,375 - £31,266, dependent on experience

### Role profile

<b>Primary objectives of the role</b>
The Housing Support Assistant plays a vital role in ensuring that Threshold's supported accommodation remains safe, well-managed and compliant. You will provide administrative and organisational support within the finance and compliance team, working closely with frontline colleagues to coordinate housing services, manage contractors and maintain accurate records.
<b>Our mission:</b>
Ending homelessness for people in Swindon by providing a safe place to live, personalised support and a pathway to independence.
<b>Our purpose and values:</b>
<p>We end homelessness in Swindon by providing:</p> <ul style="list-style-type: none"> <li>• A safe place to live</li> <li>• A personalised support plan to work towards a positive future</li> <li>• A pathway to independence</li> </ul> <p>Our values guide interactions and decision-making throughout Threshold</p> <ul style="list-style-type: none"> <li>• Collaboration - working together to achieve the best outcomes</li> <li>• Integrity - acting with honesty, transparency and accountability</li> <li>• Compassion - listening to people's needs and acting with empathy</li> <li>• Quality - striving for excellence in all we do</li> </ul>
<b>Key duties:</b>
<p><b>Administrative support &amp; compliance coordination</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate records of property inspections, safety checks, and compliance documentation</li> <li>• Facilitate and track contractor visits, repairs, and maintenance activities</li> <li>• Monitor compliance deadlines, facilitating property compliance checks, ensuring the relevant safety certificates are in place</li> <li>• Support updates to policies and procedures in line with housing regulations</li> </ul> <p><b>Repairs &amp; maintenance coordination</b></p> <ul style="list-style-type: none"> <li>• Liaise with contractors, landlords, and suppliers to ensure timely delivery of maintenance and repairs</li> </ul>

- Monitor contractor performance and ensure adherence to health and safety standards
- Assist with invoicing, record-keeping, and tracking maintenance budgets
- Facilitate the timely turnaround of vacant rooms or properties

**Resident & service support**

- Provide a point of contact for residents with housing related queries
- Help resolve administrative or logistical issues efficiently
- Work collaboratively with frontline teams to support excellent service delivery

**Partnership & representation**

- Represent Threshold professionally in meetings with contractors, landlords, or partners
- Contribute to service improvement initiatives and team projects

**Other duties**

- Support Threshold's mission and values in all activities
- Comply with safeguarding, health & safety, data protection, and equality policies
- Travel across Swindon to visit properties (driving licence and access to a car required)

**Person specification:****Essential skills & attributes**

- Strong administrative and organisational skills, with the ability to manage multiple priorities
- Excellent communication skills and ability to build effective working relationships
- Competent in Microsoft Office 365 (Outlook, Word, Excel, Teams)
- Attention to detail and ability to maintain accurate records
- Proactive, flexible, and solution-focused approach

**Desirable experience**

- Experience in housing, property, compliance, or facilities administration
- Knowledge of housing legislation, compliance, or health and safety standards

**Qualifications**

- No formal housing qualification required; relevant experience or administrative qualifications welcomed

**Other requirements**

- Full UK driving licence and access to a car
- Willingness to work flexibly, including occasional out-of-hours work