



37 Bonnington Square, London SW8 1TF. Telephone and fax 020 7793 7564

## **Vine Housing Co-op**

### **Housing Management and Maintenance Co-ordinator:**

Seeking a proactive and dedicated Housing Co-op Coordinator to join Vine Housing Co-op, located in the vibrant Vauxhall area of London. This role requires an individual with exceptional integrity, a strong work ethic, and excellent organizational skills.

The successful candidate will be responsible for efficiently managing administrative tasks, including using rent account and database software, and coordinating maintenance projects.. This is a part-time position, requiring 21 hours per week, with a competitive salary of £21,373.83 (including Inner London Weighting).

If you are a driven and reliable professional seeking an exciting opportunity in the housing sector, we encourage you to apply for the Housing Co-op Coordinator position at Vine Housing Co-op. Join our dedicated team and make a positive impact on our co-op community.

Please send CV and covering letter explaining why you think you will be suitable for the role to [secretary@vinehousingcoop.org.uk](mailto:secretary@vinehousingcoop.org.uk)

The deadline for applying is 24th July 2023. Interviews will be held shortly afterwards in person or online.

### **Information about Vine Housing Co-op:**

Vine is a fully mutual Housing Co-op based in two squares in the London Borough of Lambeth. We are a registered social housing provider with the Regulator of Social Housing (reg no: C3499). The Co-op owns 25 terraced houses in Vauxhall Grove and Bonnington Square SW8. They provide a range of dwellings of different sizes, from single person flats, to family units and large shared houses. All tenants are Co-op members, and all members are tenants or prospective tenants. At the moment the Co-op has 80 members, including a number of 'second generation' members - the adult children of original members - most of whom have grown up in the Co-op. The Co-op has a diverse membership, in line with our equal opportunities policy.

The Co-op is run according to co-operative principles, widely embraced by the membership with a high level of participation. Business is conducted through subgroups: Housing Management, Finance, Membership, Maintenance, Development, and Policy and Public Relations (P&PR), who meet monthly. They report to the Co-op's Management Committee, the governing body of the Co-op, which is made up of representatives from these groups. Broader decisions are taken by a General Meeting of the membership including policy changes, admission of new members and the annual budget. The Annual General Meeting, usually held in March, agrees our audited accounts and elects officers and MC representatives.

The Co-ordinator liaises with the subgroups and is managed and supported by a Personnel Committee which includes officers and subgroup members.

**Detailed Job Description**

<b>Job Title</b>	Housing Management and Maintenance Co-ordinator
<b>Salary</b>	£21,373.83 p.a.
<b>Location</b>	Co-op office and remotely online
<b>Reports to</b>	Personnel Committee of the Co-op, a group elected to represent the different areas of work of the Co-op with a convenor who acts as the point of contact
<b>Hours of work</b>	Part time 21 hours per week (equivalent of three days), including some evening meetings. Fixed office hours 3 days a week to be agreed.
<b>Contract</b>	Permanent after six months probationary period
<b>Holidays</b>	4 weeks plus public holidays (pro rata)
<b>Pension</b>	Provided through the Social Housing Pension Scheme

<b>Outline Duties</b>
<ul style="list-style-type: none"> <li>• To work in conjunction with Co-op subgroups to carry out general administration and management work of the Co-op.</li> </ul>
<ul style="list-style-type: none"> <li>• To co-ordinate its day to day running.</li> </ul>
<ul style="list-style-type: none"> <li>• To deal with or refer on to appropriate subgroups any queries or concerns from individual members.</li> </ul>
<ul style="list-style-type: none"> <li>• To be aware of Co-op rules and policies and to act in accordance with them.</li> </ul>

**Detailed duties and responsibilities:** The Co-op's six subgroups take responsibility for particular areas of co-op work, and this is reflected in the way the tasks and roles of the Co-ordinator have been set out below. This job description sets out the full range of possible tasks that the Co-ordinator would be involved with. Some of these occur only occasionally, while some may be shared with Co-op members.

<b>General Administration</b>	Be based in the Co-op office, and deal with emails, texts, correspondence and phone calls in liaison with the appropriate Co-op members and subgroups.
	To maintain office supplies and equipment.
	To maintain central files of minutes and agendas for Co-op meetings.
	To circulate information to relevant subgroups and officers.
	To maintain paper and online records as agreed.
	To arrange approvals and signatures for the payment of invoices.
	To maintain adequate property, office and personnel insurance and assist in pursuing claims.
<b>Housing Management</b>	To maintain computerised rent accounts, providing rent and arrears reports for the Housing Management Subgroup and Management Committee meetings.
	To work with the Housing Management Subgroup to monitor individual arrears and if necessary, help with court action.
	To administrate flooring and whiteware inventories and allowances.
	To provide information and keep records for any tenancy disputes.
<b>Maintenance</b>	To liaise with Maintenance Subgroup in the organising of planned and cyclical maintenance.
	To assist in sourcing contractors and monitoring standards of work.
	To obtain quotes and raise orders for contractors for day-to-day repairs.
	To record and manage requests from tenants for repairs.
	To keep computerised maintenance records for all properties and provide reports for the Management Committee.
	To assist with maintenance inspection and repair work when a property is vacated.
	To deal with invoices and payment of contractors.
	To monitor the maintenance budget in conjunction with the Maintenance Subgroup and the Finance Officer.
	To keep up-to-date with relevant building standards relating to social housing.

<b>Development</b>	To support the planning and execution of property extensions or improvements in conjunction with the Development Subgroup.
<b>Policy and Public Relations</b>	Liaise with Policy and Public Relations Subgroup over the development of policies and procedures.
	To keep informed about current housing legislation and policy relating to housing co-ops.
<b>Membership and Allocations</b>	To liaise with individual Co-op members who need access to Co-op information.
	To assist Membership Subgroup with administration of membership and allocation matters.
<b>Other Duties</b>	To attend monthly Management Committee Meetings, General Meetings three times a year, and some Subgroup meetings.
	To inform and support Subgroups concerning items to be considered by the Management Committee.
	In general, to be aware of decisions taken at meetings which relate to the Co-ordinator's role, and take steps to carry them out.
	Within reason, to perform any duties requested by the Management Committee, or in urgent cases or emergencies, by the Personnel Committee.
	To attend training sessions as agreed.

### Vine Housing Co-op

#### Housing Management and Maintenance Co-ordinator: Person Specification

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	Office administration including general record keeping and information management.	
	Working in the housing field.	Experience of working in housing co-ops.
	Using spreadsheet, database and word processing software to keep records and produce reports.	Experience of using CHICs software for rent accounting and maintenance.
	Experience of organising maintenance and repairs to properties.	Knowledge of current building practices and standards for social housing.
<b>Skills</b>	An ability to work methodically with attention to detail and accuracy.	
	An ability to plan and organise own work, including being able to identify priorities and meet deadlines.	
	An ability to work collaboratively with	

	members/tenants with diverse needs and backgrounds.	
	An ability to communicate effectively with a wide range of people, both verbally and online, when handling enquiries, attending meetings and other contacts.	Experience of dealing with public bodies, such as the local authority and The Housing Regulator in providing and obtaining information, as well as the ability to cope with professional jargon.
	An ability to act in an even-handed way when dealing with conflicting demands, and to cope with pressures produced by a co-op with active involvement of its members.	
	An ability to manage confidential data.	
	An ability to work within policies and practices already developed by the Co-op.	Knowledge of current policy and debates relating to housing co-ops.
<b>Qualification</b>	A housing management qualification (or willing to acquire whilst working for the Co-op), equivalent to a Level 4 or 5 or Diploma in Housing or a foundation degree from the Chartered Institute of Housing.	