

Job Description and Person Specification

Housing Review Coordinator

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	City Wide
Job Evaluation Code	A6316

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
To coordinate the housing review and complaints process. Ensuring fair, timely, and compliant handling of cases in line with statutory legislation and Council policies and procedures. The role involves managing caseloads, resolving enquiries from diverse stakeholders, and delivering excellent customer service. The postholder will act as a key point of contact for complaints and reviews. Using effective communication, negotiation, and problem-solving skills to achieve resolutions, maintain accurate records and produce high-quality documentation. Ensuring adherence to data protection, equality, and diversity principles, and support continuous improvement in service delivery

Main Duties & Key Accountabilities

Investigating and responding to stage 1 complaints for the Housing & Homeless service. Seeking to resolve queries and record the information in a prescribed format and within specified timescales and in line with the corporate policy.

Undertaking data input and document production using the range of systems in use within the organisation including reports and minutes.

Maintaining computerised systems and spreadsheets in an orderly manner; supporting the capture, quality assurance, analysis, presentation and reporting of management data. Including performance intelligence relating to complaints and representations. Ensuring that information is kept up to date; creating databases and spreadsheets as appropriate and provision of information and reports as required.

Producing written correspondence on behalf of others and undertake notetaking as appropriate.

Receiving requests for reviews, acknowledging, responding and recording information in a prescribed format.

Working co-operatively and professionally with other external stakeholders and other organisations who have an input into complaints or the statutory reviews undertaken.

Carrying out Subject Access Requests efficiently and in a timely manner

Undertaking investigations and enquiries into statutory housing and homeless reviews (both part 6 and part 7 of the housing act 1996)

Carrying out any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Residents/customers Commissioned and non-commissioned services NHS Probation Local Government and Social Care Ombudsman
Internal:	Housing and Homelessness Teams Adult Social care Children services Safer Housing and Communities

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of

- any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
 - any other duties and responsibilities within the range of the salary grade.

Responsible for

No managerial responsibilities

Person Specification

Requirements	
Knowledge	Good understanding of Housing Act 1996, Housing Act 2004, Housing Act 2008
	Knowledge of Equality, Diversity, and Inclusion principles and data protection requirements
Skills And Ability	Ability to plan, prioritise, and organise own and others' workload effectively
	Managing caseloads and resolving enquiries from a wide range of stakeholders, including Councillors and MPs, while meeting deadlines and maintaining service quality
Experience	Customer service roles, including working with customers with housing needs and handling
	Proficient in using and maintaining IT systems (MS Teams, Word, Excel) and producing high-quality documentation such as letters, reports, and presentations
Qualification	Demonstrate, through either formal or informal methods, a commitment to continued personal and professional development