

JOB PACK

New Build Defects Co-ordinator

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Turner House, Leigh, WN7 4LJ.
Holidays:	24 working days per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Medical Clearance:	In addition, any offer is also subject to receipt of medical clearance from our Occupational Health Provider before appointment.
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

We are focused, driven and ambitious with our development strategy of building 4000 new affordable homes by March 2026 across the North West and East Midlands. Our mission is creating homes, building lives and our people are fundamental to helping us deliver our quality sustainable homes. To further expand our industry expertise and in line with our continued growth, we have an opportunity for a talented individual to join our Development Team.

Role Summary

The New Build Defects Co-ordinator will assist the Development team and ensure the smooth running of all aspects of the defect procedures required within the team.

The New Build Defects Co-ordinator will manage the defects process on behalf of Jigsaw Homes Group across a range of completed developments. The role will aim to increase customer satisfaction and improve the timely completion of defect matters. The Defects Coordinator will be an important link between our Customers, the Contractor/Developer, Employers Agents and all internal Departments including Development, Connect and Asset Management.

The ideal candidate will be able to undertake a variety of tasks diligently, responding to customer and contractor contacts, answering phones and emails and processing invoices, as well as offering general office support required within the team.

Responsible To - Development Manager

MAIN TASKS OR ACTIVITIES

1. Manage and improve the customer service experience once defects have been reported by a customer.
2. Update CRM's on Northgate with contacts from customers on a daily basis.
3. Build strong relationships with after care teams of our contractors and housebuilders to ensure the resolution of defect matters and complaints.
4. Handle customer queries, complaints and compliments where required.
5. Act as customer care champion with the Development team and maintain good relationships with internal departments of Connect and Asset Management.
6. Work within the guidelines of NHBC/LABC Guarantee and Jigsaw Homes Group standards.
7. Organise end of 12 months defects period inspections with customers and make appointments for Clerk of Works to attend where required.
8. Liaise with Contractors, Employers Agents and Project Managers/Development Officers where required on the completion of all defects and potential latent defects, to enable the issue of the making good defects certificate and release of any retentions.
9. Input, update and monitor all new build properties on the defect table spreadsheet.
10. Ensure customer satisfaction questionnaires are issued at the end of the defect period on each scheme and collate the responses.

11. Assist the Development Team in receiving incoming calls for the department, deal with any queries where necessary.
12. Assist the Development Team in managing the group email inbox, answer email enquiries or forward these to the appropriate person where appropriate.
13. Monitor the teams CRM's, distribute to the team, send reminder emails where appropriate, and respond where appropriate.
14. Provide cover for the wider Defects & Snugg Homes Team where required.
15. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.
16. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion policy at all times.
17. Carry out any duty which may be, from time to time, requested by the Chief Executive, Group Director of Development and People and Operations Director - Development commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Experience in a customer-facing role with excellent communication skills.
- Competent in using Microsoft Office plus internal CRM / Housing Management systems.
- Ability to handle complaints and difficult situations.
- Ability to remain calm and patient whilst working under pressure.
- Strong organisational skills.
- Problem solving and decision-making skills.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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