

Our purpose is to invest in homes and relationships so people can thrive. We believe every customer has a fundamental right to a home that is safe, secure, and warm, and we will never compromise on delivering homes that meet — and exceed — these standards.

Your role is key to delivering a cost-effective, efficient, and customer-focused planned, cyclical, and reactive maintenance service across our programme delivery teams. You will coordinate engineers' schedules to maximise productivity and ensure the highest number of jobs are completed each day, while keeping customers fully informed so they know what work is taking place and when.

Join Bromford Flagship LiveWest (BFL), a place-based affordable housing provider supporting almost 300,000 customers across the southwest, central and east of England. As the UK's largest provider of new affordable homes, delivering over 3,000 each year, we play a vital role in tackling the growing demand for safe, affordable housing and building a better future for our communities.

Responsibilities

- Administer the daily planning and scheduling of resources within the appointment system, ensuring all customer appointments are met and cyclical, planned, and reactive maintenance works are completed within target timescales.
- Maximise engineer productivity by efficiently managing diaries, minimising travel time and downtime wherever possible.
- Maintain a strong focus on delivering excellent customer service, achieving high levels of customer satisfaction and effective problem resolution.
- Prioritise and coordinate actions relating to formal complaints within your service area.
- Ensure the correct trade engineer is assigned to each job based on the work required, location, and estimated duration.
- Monitor and prioritise emergency repairs daily, working collaboratively with other teams to ensure customers are supported and not let down.
- Respond positively to changing priorities, including sickness absence, cancellations, emergencies, and other unforeseen circumstances.
- Analyse demand and recommend diary allocations across locations to balance emergency, planned, and scheduled works effectively.
- Manage incoming calls, emails, tasks, and cases, working as part of a team to prioritise and resolve queries efficiently.
- Rearrange appointments where customers are unavailable and escalate any health and safety or safeguarding concerns to the appropriate teams.
- Coordinate follow-on appointments where additional time, materials, or parts are required, always aiming to minimise customer inconvenience and support first-time fixes wherever possible.

- Keep unappointed jobs to a minimum, liaising with Programme Managers where decisions are required to progress works.
 - Coordinate and monitor subcontractor performance to ensure consistent service delivery and customer experience standards.
 - Schedule plant, equipment, and safety inspections into engineer and operative diaries to ensure compliance and prevent overdue checks.
 - Maintain a good understanding of health and safety requirements to ensure work is allocated appropriately and completed safely.
 - Process and track purchase orders and requisitions accurately and within required timescales.
 - Build positive working relationships across teams and promote collaborative working practices.
 - Participate in performance reviews and complete any training required to support your role and ongoing development.
 - Adhere to all Health & Safety regulations and training, ensuring the safety of customers, colleagues, contractors, and yourself at all times.
 - Deliver excellent support and service to customers and colleagues through effective communication and by demonstrating the values of BFL.
 - Share best practice and contribute ideas to improve services and ways of working, learning from experience and feedback.
 - Build strong relationships based on trust and respect and act as a positive ambassador for BFL.
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Experience

- Experience of working in a similar role or using systems and process to get things done.
 - Experience of making decisions, prioritising, and planning
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Practical/Technical knowledge

- Strong IT skills and data analysis
 - Excellent communication skills
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Skills

- Customer Focus
 - Service Improvement
 - Communicates Effectively
 - Technical knowledge
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Our Values

Our values were co-created with more than a thousand colleagues and customers, making them a true reflection of who we are and where we are heading.

They capture how we work, how we treat each other, and how we make a difference for our customers and for one another.



Customer driven

We put people first, listening with empathy and acting with purpose, going beyond to help people thrive in their homes and make this a great place to work.



Ambitious

We are relentless in delivering excellence, sparking innovation and creating meaningful, lasting impact for our customers, colleagues and generations to come.



All in

We succeed together, showing commitment, taking accountability and collaborating to achieve the best outcomes for our customers and colleagues.