



Your job

Job Title: Service Delivery and Communications Co-Ordinator

Service: Property Maintenance

Grade: G8

Reporting to: Operations Manager

As the Service Delivery and Communications Co-ordinator, you will provide leadership and direction across the Property Maintenance service, ensuring the effective co-ordination of activities that support high-quality service delivery to residents.

Your role will involve the strategic development of systems and procedures and responsibility for gathering service intelligence to identify trends, barriers, and opportunities for improvement across teams, working with managers to develop and implement solutions and action plans that support operational effectiveness and service transformation.

You will act as a representative for the service within benchmarking organisations and external forums, ensuring learning, best practice, and industry standards are incorporated into our approaches. You will also provide essential capacity to drive forward changes linked to modernisation, digital access, and service development.

Your role will focus on performance monitoring, digital transformation, and stakeholder engagement to improve service quality and customer satisfaction. You will lead initiatives that support with housing repair standards, optimize scheduling systems, and contribute to strategic plans for maintaining the Council's housing stock.

You'll play an integral role in managing and maintaining the borough's Property Maintenance service which is a key priority for residents as identified in the Progress with Unity Mission plan.

You will play a key role in the delivery of the aspirations and objectives set out in the various strategies driving the service (such as the Housing Repairs and Maintenance Strategy)

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Contribute to the leadership, management and development of the team ensuring each team member has the competency and motivation in the delivery of processes and projects.
- Use tenant feedback and contractor performance data to drive improvements in repair services.
- Lead and co-ordinate on transformation projects and PR and communications across the service.
- Lead on performance management processes, data collection and analysis, identify trends and provide solutions for improvement.
- Develop and monitor KPIs specific to repairs and contracting (e.g., emergency response times, first-time fix rates).
- Undertake analysis of service demands, trends, costs, and benchmark against other providers using APSE and industry standards.
- Lead development and enhancement of IT systems to improve customer engagement and digital access to services.
- Chair selected service meetings and working groups and ensure key housekeeping tasks are monitored and completed to a high standard.
- Manage IT governance, change control, and version updates for service systems, and deliver training to teams on IT processes.
- Engage stakeholders and contractors to identify areas for service improvement and innovation.

- Coordinate planning and delivery of services aligned to corporate initiatives such as Progress with Unity.
- Prepare reports for cabinet, scrutiny, and external bodies; attend meetings as required.
- Liaise with MPs, Members, statutory bodies, contractors, and the public as necessary.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 5 Management and Leadership qualification or equivalent significant experience of providing leadership across a range of services.
- Proven ability to lead multi-disciplinary teams and manage organisational change projects.
- Strong analytical skills and experience to interpret data and identify service improvements.
- Excellent interpersonal, verbal, and written communication skills with an ability to work constructively with other departments, authorities and organisations.
- Strong analytical skills to research, interpret and present performance insights; experienced in KPI design/monitoring and APSE/benchmarking submissions.
- Ability to manage priorities under pressure and deliver to deadlines.
- Experience of producing reports and business cases with clear recommendations.
- Experience in managing service performance improvements and the ability to effectively contribute to service performance improvements, ensuring that outcomes are evaluated to lead to improved performance.
- Excellent decision-making skills and ability to break down problems and come up with innovative solutions.
- A good understanding of the value and use of new technologies in improving services and modernising working practices, along with a high level of ICT skills and experience.
- A current driving licence and access to a vehicle for business use.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive

“ Take pride in all that you do and support and develop yourself and others. ”

Be Accountable

“ Be responsible for making things better, enabling change and supporting improvement. ”

Be Courageous

“ Be open to doing things differently and working collaboratively with others. ”

Be Kind

“ Be helpful, generous and thoughtful towards yourself and others. ”