



M&E Service Coordinator

Reports to: M&E Co-ordination Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

I coordinate and support the delivery of M&E services, so customers receive a reliable, efficient service and have homes that are safe, secure and warm.

I act as a central point of contact for customers, colleagues and stakeholders, planning and scheduling servicing, repairs and maintenance so work is delivered on time and meets customer needs. I manage jobs from creation through to completion, taking ownership of appointments, follow-ups and performance, including rebooking missed work and ensuring service standards are met.

I maintain accurate systems, records and compliance documentation, ensuring information is up to date and supports audits, reporting and contractual requirements. I also support invoicing, purchase orders and performance reporting, helping to control costs and deliver value for money.

I communicate clearly and proactively, keeping customers and stakeholders informed and taking ownership of resolving queries or escalating issues where needed to ensure a positive outcome. I work collaboratively with teams, engineers and contractors to deliver a joined-up service and consistent customer experience.

I remain organised, flexible and focused, managing competing priorities to support service delivery. I take responsibility for handling information securely, working safely and contributing to a professional and compliant working environment.

My skills and experience include:

I bring experience working in a customer-focused administrative or coordination role, where I manage multiple tasks and priorities to support service delivery.

I am confident using scheduling or job management systems and Microsoft applications to manage data, track progress and communicate effectively. I have strong organisational skills and attention to detail, ensuring information is accurate and processes are followed correctly.

I communicate clearly with customers, colleagues and contractors, building positive relationships and handling queries or challenges in a calm and professional way. I am a proactive team player who works collaboratively to achieve shared outcomes.

I understand the importance of meeting performance targets, deadlines and customer expectations. I take a practical, solutions-focused approach to my work and actively look for ways to improve efficiency and support better service delivery.

The skills I will develop include:

I will continue to develop my understanding of M&E services, compliance requirements and operational delivery, strengthening my ability to support service performance and customer outcomes.

I will build my confidence in using systems, data and reporting to improve efficiency, identify trends and support effective decision-making.

I will further develop my communication and stakeholder management skills, enabling me to manage queries, build strong working relationships and support a consistent and positive customer experience.