



M&E Coordination Manager

Reports to: Head of Heating & Renewable Services

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

I ensure customers have homes that are safe, secure and warm by leading the effective coordination of mechanical and electrical services across the organisation.

By managing the M&E Coordination function and leading the Team Leaders and their teams across heating, electrical and facilities services, I make sure cyclical servicing, maintenance, repairs and installation programmes are planned, coordinated and delivered efficiently.

I translate operational plans, programme requirements and service demand into clear priorities, achievable schedules and well-coordinated workloads. By maintaining oversight of live work, performance trends and emerging risks, I ensure resources are deployed effectively and service standards are consistently met.

I play a key role in ensuring the organisation meets its statutory, regulatory and contractual obligations. Through robust controls, accurate records and strong assurance processes, I help protect customer safety, organisational compliance and service performance. I act as a point of leadership and decision-making when challenges arise.

I take ownership of complex, high-risk or escalated issues, including customer complaints, ensuring they are resolved fairly, promptly and with learning captured to improve future outcomes. By providing strong, visible leadership, coaching Team Leaders and fostering a culture of accountability and continuous improvement, I enable my teams and the wider organisation to deliver a brilliant, customer centric M&E service.

My skills and experience include:

I bring experience leading managers or team leaders within customer-focused, operational service environments.

I have a strong background in M&E, housing maintenance, facilities management or other regulated services and understand the importance of statutory compliance and regulatory obligations.

I am confident in managing performance using data, KPIs and service insight, and in coordinating internal engineers and external contractors across multiple workstreams.

I am experienced in working with electronic scheduling systems, asset and works management systems, and maintaining accurate records to support compliance, audits and legal processes.

I communicate effectively at all levels, handle complex issues and difficult conversations with confidence, and remain calm, resilient and solutions-focused in a fast-paced and demanding environment.

The skills I will develop include:

I will continue to strengthen my leadership capability, particularly in succession planning, talent development and building high-performing leadership teams.

I will deepen my use of data and insight to drive service improvement and shape future planning decisions.

I will further develop my confidence in leading change, embedding new systems and ways of working, and supporting teams through transformation. I will also continue to build my capability in customer-led service design and continuous improvement within regulated M&E services.