



Aids & Adaptations Resource Controller (Contracted Works)

Reports to: Operations Manager

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

I co-ordinate and manage Disabled Facilities Grant (DFG) and adaptation works from initial referral through to final sign-off, ensuring cases progress efficiently and in line with organisational KPI requirements. I maintain accurate records across operational systems, raise and manage jobs through the scheduling software, arrange surveys, asbestos assessments and specialist services, and organise works schedules for operatives and contractors.

I liaise with customers, contractors, local authorities and internal teams to arrange appointments, decants, surveys, adaptations and remedial works, providing ongoing support throughout the lifecycle of each case. I review quotations, raise purchase orders, monitor costs, validate invoices and ensure works are completed, signed off and recorded accurately.

I support operational delivery through effective resource planning, ensuring works are allocated to the appropriate operatives while considering training requirements, annual leave and specialist skills. I maintain performance and management information, provide regular case updates to stakeholders, attend partnership meetings, and co-ordinate training, toolbox talks and continuous improvement activities to ensure excellent customer service and successful delivery of adaptation works

My skills and experience include:

I am educated to GCSE standard or relevant NVQ, CIPD, CPP (or equivalent) or working towards.

I have previous experience of resource management or a similar role, Co-ordinating works to a team accommodating a variable shift pattern.

I am an effective communicator and good listener, I have the confidence to change and propose ideas and solutions. I can make effective decisions under pressure.

I am competent in Microsoft applications such as Outlook and Teams.

Ideally I have experience of working in the Social Housing Sector and good understanding of the general building and construction industry.

The skills I will develop include:

Understanding of Flagship Group Policies and Procedures.

Understanding and familiarity with a range of operational digital systems which will include a work scheduling system.