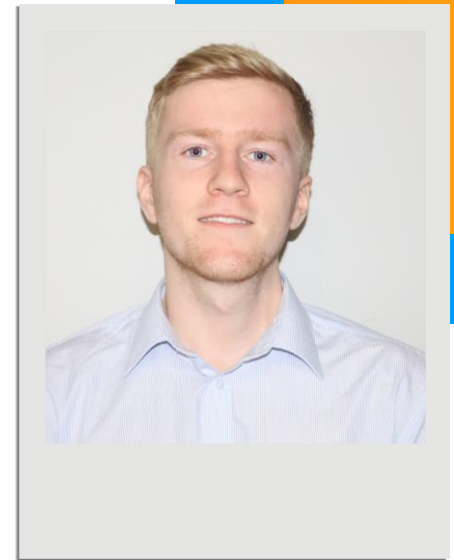


# Joe Allan

**Job title: Neighbourhood Coordinator**



## **How long have you been in your role?**

I have been with the Group since September 2023 as a housing apprentice and I have recently become a Neighbourhood Coordinator in July after I had completed my apprenticeship.

## **How did you get in your role?**

Throughout my apprenticeship, I was tasked and encouraged to take on more work and responsibility to help me progress quicker and improve my skillset and knowledge of housing. I became a helpful part of the team as I would help my colleagues where I could to help reduce the amount of workload they had and to ensure that our customers were given a better quality of service. After spending time shadowing the team, I was able to carry out visits and deal with customers myself. For the last year to 18 months of my apprenticeship, I was given the responsibility to manage my own area. This helped me gain the necessary experience to progress and be successful in getting a role as a neighbourhood coordinator once I had completed my apprenticeship. Once I hit the 18-month mark of my apprenticeship, I was able to apply for roles and I was successful after being interviewed in May.

## **What do you enjoy most about the role?**

The part of the role I enjoy the most is that everyday is different as you are always interacting with different customers for different reasons. The role of a coordinator is very broad, and you carry out a variety of tasks day to day. No matter how long you have worked in housing, there is always new issues or tasks to deal with which helps improve your knowledge of the sector.

## **What challenges do you face?**

One of the main challenges of the role is managing customer expectations and being able to think fast to solve problems in the most effective way to benefit customers and the organisation

Another challenge is knowing what jobs/tasks are more important and need to be completed and dealt with first. Being able to focus on the right tasks is key and being able to delegate work to other colleagues can also help reduce workload to ensure things aren't being missed or delayed for too long.

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# Joe Allan

**Job title: Neighbourhood Coordinator**



## **What skills/qualifications do you require for your role?**

To be a neighbourhood coordinator, you don't need any specific housing qualification.

I would describe the skillset for this role is all-round as you need to be able to communicate with customers and colleague effectively. The role also requires a lot of teamwork and resilience to solve problems that customers or the organisation faces.

A neighbourhood coordinator must be able to recognise any vulnerabilities or support needs that a customer may have and be able to refer to the necessary support services.

One of the key skills a coordinator needs is confidence and the ability to manage their time/workloads.

## **What advice would you give to someone considering this as a career option?**

The best advice I would give to something new to housing would be to be open-minded and give everything a go as I think this is the best way to improve your knowledge and skillset. I think that this is the best way to learn and understand what the housing sector is and how it works.

