

Role Profile – The What, The Where, The How

POSITION	PIC14 Facilities Management Assistant		
TEAM	Property Investment and Compliance	LOCATION	Coastline House
VERSION	1.2	LAST UPDATED	7 th July 2025

THE PURPOSE OF THIS ROLE IS TO

You will be an ambassador for Coastline, investing time with customers to ensure they feel safe in their homes. You will support the Facilities Contract Manager to proactively ensure customer safety and regulatory compliance of our buildings through weekly safety inspections/testing of communal areas and shared spaces.

You will be responsible for regular checks and accurate monitoring of any issues including logging repairs and sharing non-repairs queries with the relevant Coastline colleagues.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Completing and documenting weekly and monthly tests/checks including:
 - Fire
 - Legionella (Temperature testing and flushing)
 - Lifts
 - Safety
 - Internal and external communal areas inspections
2. Logging repairs using Coastline's repairs reporting software and monitoring these to ensure they are complete on time
3. Logging non-repair issues to colleagues, using Coastline's software systems
4. Ensuring that all internal and external common (shared) areas are maintained in line with our Estate Standards
5. Conducting regular customer welfare checks and reporting any concerns
6. Engaging with customers to ensure that they feel safe and well-supported in their home
7. Ensuring that Coastline quality standards and customer expectations are met
8. Promoting the reporting of repairs by customers, sharing customer reporting options
9. Production of cyclical works orders to ensure that all regular (cyclical) works order are raised on time to avoid a regulatory compliance failure
10. Provide support with asset data, implementing validation processes and investigating as necessary to maintain ongoing accuracy
11. Data reports and analysis
12. Any other duties commensurate with the grade of the role.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Experience of repairs reporting
- Has demonstrable experience in customer facing roles
- Experience of working within social housing settings
- Has a full driving licence and vehicle
- You will also need to have:-
 - Excellent IT skills including Microsoft Excel and Word
 - Strong analytical skills
 - Ability to work directly with customers, translating technical matters into easily-understood guidance
 - To be competent and trained to complete legionella temperature checks and flushing.
- A DBS check will be required for this role

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

As part of the Asset Management team you will report to the Contract Manager Facilities, but you will also need to be a very visible face of Coastline along with your team, presenting yourselves as effective ambassadors at all times. There may need to be some visits or events outside of normal office hours so flexibility will be a requirement of the role and we will reflect this with an agile approach to work.

CONTACTS

Internal

- Colleagues
- Senior managers

External

- Customers
- Customer representatives/carers/advocates
- Contractors



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