

Job Profile

Job Title	Aftercare Coordinator		
Job Reference No.	HOMEJD606	Date of issue:	June 2026

The job in a **nutshell...**

You will provide a critically important service to Persona (and Home Group) customers by helping to manage and resolve defects in an efficient and effective manner. Typically, from handover to the end of the Persona Warranty Period.

You will effectively manage reported defects for newly built homes and ensure defects are resolved within Service Level Agreed targets to achieve the KPI's & objectives set.

The work you do will have a direct impact on the Persona brand and the delivery of an outstanding customer experience.

What **success** will look like...

Exceeding customer expectations and achieving service level targets by analysing, recording and monitoring defects accurately, communicating effectively with contractors and customers.

Analysing and reporting any trends in defects using your technical knowledge and skills in order to gain an understanding of the key issues and drivers.

Improving the customer journey and experience through collaborating with stakeholders and by suggesting improvements to process.

Playing an active part and being fully engaged with our customers to set and manage expectations, attending home visits & regular site visits when necessary.

Ensuring that we manage complaints effectively and encouraging a positive complaints culture in which complaints are viewed as a way to learn more about what our customers expect using complaint outcomes to demonstrate our open and responsive approach and evidencing that we learn from our mistakes.

Accurately recording and monitoring the financial impact of defect management by using commercial acumen and judgement to ensure all costs are allocated correctly.

Ensuring that our end of defect liability processes are followed when managing customers' expectations and all appropriate defects are resolved before the period expires.

Effectively addressing defects at an early stage in order to prevent escalation by carrying out regular visits to site to assess the quality of houses before they are handed over from contractor.

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Developing key relationships with stakeholders and building and maintaining collaborative partnerships with our sales, delivery and technical teams as well as external contractors.

Utilising your communication skills and knowledge to ensure stakeholders have a good understanding of whether each development project is performing to an acceptable standard from a defect perspective advising them of any significant issues so that effective mitigation plans can be developed.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are great influencers • Be a self-starter • Build rapport and use empathy to develop relationships • Understand our strategy and customers and is able to articulate the benefits of change	Qualifications • Technical qualifications or equivalent experience gained in construction and specifically new homes for sale.
We have an eye for detail • Pays attention to the detail • Has the appropriate skills and experience • Uses performance information to drive improvements	Building knowledge • An understanding of Building Regulations. • An understanding of NHBC technical standards.
We are self-starters • Be well organised • Be proactive • Strive to get it right first time	Stakeholder Management • Developing key relationships with stakeholders • Developing key relationships with sales, delivery and technical teams • Developing key relationships with external contractors

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Ideally you will be familiar with the key systems we use namely Oracle, CRM (Microsoft Dynamics and Open Housing).

It would be great if you have gained your experience and technical knowledge specifically in the new build housing sector.

Experience of complaints management and supporting a culture of working to the complaints process across an organisation.

We're all **accountable** for...

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Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	No		
Travel	Occasional	Driving Essential	Yes
DBS	None		

