

JOB DESCRIPTION

JOB TITLE:	Property Repairs Support
GRADE:	8A (SCP 1 – 3)
REPORTING TO:	Property Support Lead
RESPONSIBLE FOR:	This role does not have any direct reports

ROLE SUMMARY

To ensure that believe Property Repairs Support Team delivers a flagship service that is great, consistent and modern to both internal and external stakeholders. Providing a high performing support function for customers and team members and effectively maintaining and keeping accurate records whilst bringing to life the vision and values of the organisation.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Work closely with Managers, Team Leads, Planners, Operatives within the Property Repairs Teams (repairs, voids, gas, electrical) to provide high quality administration and support.
2. Ensuring Property Repairs policies, procedures and timescales relating to administration support are followed.
3. Responsible for productivity and performance and yourself and your team ensuring the day to day support tasks are carried out.
4. Responsible for ensuring that the Property Repairs administrative systems are used to their full potential and that information is accurate, up to date and passed to other departments as required.
5. Demonstrating high levels of customer experience, including dealing with customer enquiries immediately following first contact with the customer within corporate timescales and ensuring that the customer is at the heart of decision making.
6. Updating the Housing Management and Property Repairs systems including data entry, raising works orders, investigating queries, dealing with variations and completing works orders with accurate information within designated deadlines.
7. Responsible for contacting customers in relation to seeking and providing information and arranging of appointments including providing support to adhere to compliance of legislation in relation to the gas servicing and electrical inspection programmes.

8. To raise purchase orders and requisitions on believe housing finance system abiding by company and financial procedures, monitor progress on those orders and assist in the approval and completion process. Understanding and working through transactional reports ensuring data is accurate and orders are coded correctly.
9. Provision of administrative support in the procurement and daily management of vehicle fleet to help ensure an effective and efficient fleet service is maintained.
10. Provision of administrative support in the collation and co-ordination of all HR and payroll related information within specified deadlines.
11. Updating the void tracking system, collating void packs and certification and ensuring all completed repairs and SORs are entered into the system.
12. Working with the Property Repairs Supply Chain assisting in ordering materials, replenishing van stock, tracking orders and liaising with Planners and Team Leads to ensure contractual KPIs are met.
13. Understand and deliver outputs to ensure business metrics, operational KPIs and targets are achieved.
14. Providing an effective service for the coordination of meetings, support and minute taking of team meetings to ensure they run smoothly, and actions are monitored and completed.
15. Responsible for problem solving and prioritisation of work whilst balancing customer need, risk, availability of resources.
16. Working collaboratively with colleagues across the business to ensure that Property Repairs is seen as an innovative, modern and forward-thinking directorate.
17. Do the right thing for Our People, Our Business and Our Customers.

PERFORMANCE MEASURES

- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the H&S Policy
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours

Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Demonstrable experience in customer service skills and delivering front line services to customers in a challenging operational environment
- Demonstrate a thorough understanding and track record of managing the pressures of conflicting priorities within a Property Repairs team
- Effective use of repairs ICT as well as other IT and media as appropriate
- Able to prioritise to achieve realistic targets, costs and time deadlines
- Demonstrates excellent communication skills including face to face, telephone, and written
- Understand the work of Property Repairs and the remits of different departments
- Demonstrates continuous development in a customer driven service
- Collaboratively working with internal stakeholders i.e. neighbourhoods, asset, contact centre to work together to deliver successful outcomes
- Build relationships with managers and employees at all levels
- Considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- Flexible and adaptable to the diverse needs of the organisation