



Job Description Repairs Team Specialist

Reports to

Reactive Repairs & Property Maintenance Manager

Job Purpose

To support the delivery of a high quality reactive repairs, voids and maintenance services to customer's homes and Trust properties that uphold our values to 'Believe in Better, be 'Here for Each Other' and 'Love to Learn'. Support the wider Reactive Repairs & Maintenance Team to ensure that our customer's homes, Trust property and associated grounds are maintained to a high standard and are compliant with contractual, legislative, and regulatory requirements, providing a 10/10 customer experience.

Values

Believe in better

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

Here for each other

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

Love to learn

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

Accountabilities

- Respond to day to day enquiries regarding repairs, voids and maintenance from both customers and colleagues.
- Record repairs, void works and other maintenance related work requests in relevant Trust software systems and databases.
- Implement and administer repairs processes in accordance with statutory requirements including the administration of the Right To Repair and Right To Compensation For Improvements schemes.
- Progress action on reported repairs, voids and other works including coordinating and monitoring access arrangements and keeping customers and colleagues advised of progress.
- Assist with the administration of pre and post inspection processes and contribute to quality control procedures.
- Maintain accurate and up to date records of repairs reported, void works and other maintenance work including timescales, costs, customer satisfaction and performance to targets.
- Maintain accurate and up to date databases and registers of repairs and maintenance related activities.
- Provide information to the Reactive Repairs & Property Maintenance Manager to enable the measurement of performance, efficiency, value for money and monitor and report on progress.
- Provide relevant and meaningful management information to colleagues, contractors and other partners to determine current and future performance and to identify areas for improvement.
- Ensure that essential health and safety information held on our assets is readily available and accurate to enable the seamless deliveries of all work streams.
- Support the team in consultation exercises with owners and ensure that customers are properly consulted in relation to communal works to enable the Association to properly recover costs.

- Work with other team members to ensure continuous improvement and the accurate recording and reporting of asset information.
- Assist with improving systems and processes as a result of regular audits and other associated activities.
- Assist in the preparation of letters, correspondence and reports.
- Maintain an efficient and effective electronic filing system for all property in respect of repairs, voids and other maintenance work and any statutory records / certificates.
- Respond to enquiries from customers (or their representatives), colleagues and contractors in connection with all repairs, voids and maintenance business
- Issue works orders as appropriate.
- Ensure that payments to contractors are made in accordance with procedures and cost authorisations.
- Organise contractor appointments with customers/colleagues and follow inspections to ensure we have completed the job satisfactorily.
- Handle internal and external correspondence in accordance with recognised procedures and deal with any issues arising, covering complaints, compensation information requests etc.
- Act on behalf of other team members and deal with queries from customers (or their representatives), colleagues and contractors and resolve them as far as possible.
- Assist with the maintenance and regular update of records to ensure accurate records are kept and that Trust's stock condition database is up to date, carry out regular validation and testing of stock condition data under the direction of the Reactive Repairs & Property Maintenance Manager.
- Ensure that the necessary asset information is provided and analysed appropriately for all properties to be added to the relevant IT systems, either from new build, acquisitions, disposals or other business activity.
- Assist with the delivery of Trust's Health and Safety policy, procedures and inspection regime as it relates to Assets & Sustainability.
- Identify repairs which may be subject to insurance claims and assist in the administration of any such claims.
- Identify repairs which may be rechargeable and assist in the administration of re charging customers.
- Attend training events, seminars and conferences where required.
- Any other duties of a similar nature which may be required from time to time.
- A key element of working within the Repairs Team is the need to provide cover continuously from 9am till 5.00pm, and this will require staff to work on a rota basis to ensure accessibility by tenants.

Knowledge and Experience

- Good level of education
- Desirable to have a working knowledge of RSLs and issues relating to repairs, voids and maintenance
- Customer focussed and committed to deliver a 10/10 customer experience
- Effective communication skills to be able to communicate with customers (or their representatives), colleagues, contractors and external agencies.
- Good written communication skills and basic numeracy skills.
- High degree of accuracy and attention to detail
- Ability to work on own initiative and without direct supervision
- Willingness to undertake training as required
- Commitment to team work and collaboration with colleagues
- Understanding and awareness of the confidential and sensitive nature of information and knowledge which may be acquired in the course of duty.
- Ability to be flexible in meeting work duties
- Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of Trust.
- High levels of IT and digital literacy and an understanding of new ways of working including use of Microsoft Teams.