**Role Profile**

|  |
| --- |
| **Job title:** Repairs Administrator |
| **Department:** Customer Services |
| **Reports to:** Maintenance Manager  |
| **Grade:** 3 |
| **Staff responsibility:** No direct reports |

**Organisational Structure**

|  |
| --- |
| Repairs Coordinator |

|  |
| --- |
| Responsive Repairs Manager  |

|  |
| --- |
| Repairs Administrator |

**Job Purpose**

To provide an efficient and effective Customer Care and Administration Support to the Repairs and Maintenance Service, and liaise with customer in a helpful and friendly manner ensuring a high level of customer satisfaction.

**Key Accountabilities**

* To receive and process repairs requests, issue job orders, and monitor response times
* To arrange appointments with customers for repairs and pass details to Operatives
* To provide a high level of customer service when dealing with internal and external customers
* To raise inspection requests and process instructions, as requested
* To liaise with Operatives and contractors to ensure repairs are carried out within timescales
* To process repair and material invoices in accordance with procedures
* To obtain tenant feedback on repair satisfaction in line with procedures and update computer system with details of feedback received
* To manage keys for period property is void
* To carry out all administration in respect of office petty cash/invoices and liaise with Finance section.
* Maintain petty cash and associated calculations for end of each month
* To provide support within Customer Services Team, when required.
* To undertake training or attend training events and conferences as required
* To adhere to the Association’s Health and Safety Policy.
* To promote Tenant Participation and Consultation in line with Association’s strategy
* To carry out any other tasks as required by the Maintenance Manager

**Person Specification**

|  |
| --- |
| **Education** |
| * N/A
 |
| **Experience** |
| * Experience of working for a local authority would be preferable but not essential.
 |
| **Knowledge** |
| * Previous experience of working in a similar role.
 |
| **Skills and Abilities** |
| **Essential*** IT literacy, particularly in MS office applications including Word and Excel
* Good word processing skills
* Competent in the use of spreadsheets.
* Ability to understand and follow procedures
* Ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines
* Ability to communicate effectively with a wide range of customers, including tenants, contractors, colleagues, sheltered housing staff and voluntary agencies, verbally, by telephone and in writing
* Good interpersonal skills to build and maintain working relationships and work as part of a team

**Desirable*** Ability to monitor own performance against targets and apply continuous improvement practices
* Familiarity with specific housing maintenance information systems
 |
| **Personal Qualities** |
| * Following Through -establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved
* Teamwork - co-operates with others and is able, where appropriate, to complement the roles of others by taking on the role of leader, peer or subordinate.
* Compliance - adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes
* Decisiveness - exhibits a readiness to make decisions, render judgements, take action or commit oneself
* Ambition - is driven to do well, be effective, achieve, succeed and progress quickly through the organization
* Innovation - is change-oriented and able to generate and/or recognize creative solutions in varying work-related situations.
* Vitality- maintains a high activity level, is enthusiastic, motivated and energetic
* Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident
* Oral Communication - expresses thoughts effectively and convincingly, using appropriate verbal and non-verbal behavior to reinforce the content of the message
* Written Communication - express thought in writing in a grammatically correct, well-organized and well-structured manner
* Self Confidence - demonstrates a genuine belief in the likelihood of personal success and communicates a positive self-esteem to others
* Handling Feedback - able to handle feedback and use feedback with positive outlook to improve performance
* Conscientiousness – conscientious in daily work ensure Association values are met.
 |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance