

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Repairs Administrator

**Location:** Inverness

**Team/Directorate:** Customer Services

**Responsible To:** Responsive Repairs Co-ordinator

**Responsible For:** N/A

# 2. JOB PURPOSE

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

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver an effective day to day service within the (team) to provide excellent customer service.
* Understand customers to diagnose what repairs are required
* Assisting on the maintenance of Partnership working across the Group to ensure collaborative working and consistency of Service.
* Effective document and system management in line with Company Policies and Procedures.
* Deliver services to meet our agreed KPI’s and SLA’s and legislative requirements.
* Perform effective data management to enable accurate reporting and monitoring.
* Undertake administrative duties such as contact centre escalation to support the team and wider organisation.
* Maintain and update software that monitors work progress to completion to ensure data is accurate.
* Communicate effectively with internal and external customers effectively and efficiently to ensure information is received and passed accurately.
* Provide effective admin support to the Property Services team to facilitate the delivery of the Responsive Repairs Key Performance Indicators
* Actively participate in team meetings to ensure priorities are agreed in order to support the effective delivery of Responsive Repairs and voids.
* Provide a level of cover for the contact centre on a regular basis
* Handle cash amounts up to a certain value for petty cash purposes

**3.2 Key Performance Indicators**

**Support the maintenance team meet the essential KPIs of;**

* Inspect an alteration request within allocated timescale, if one is required

# Meeting the agreed timescales for repairs

* Ensuring a qualified person or contractor undertakes a repair
* Inspecting the agreed percentage of repairs up to an agreed amount to ensure they are completed to a satisfactory standard
* Inspect all works over an agreed amount in value to ensure they are completed to a high standard.
* Meet the Right to repair legislation timescales
* Make an appointment for an inspection within allocated timescale.
* Ensure all void properties meet with our re let standard
* Provide tenants with a timescale for undertaking a repair
* We will ensure we take care of your home and leave it safe at the end of the day
* We will ensure you can use of your gas, electricity and sanitary services at the end of the day
* Ensure appointments kept KPI achieves target
* Establish reasons for any jobs being late

# 3.3 Key Contacts – Internal & External

* Direct Customers, for all general advice support and monitoring of a tenants needs.
* Local Authorities, for joint working projects, such as obtaining building warrants.
* Other External Partners, for joint working on specialist projects.
* Home owners, when dealing with boundary enquires and communal issues.
* Police, when undertaking forced entry or reporting illegal activity.
* Social Services, when giving assistance to meeting our customers’ needs
* External services, such as Scottish Water or the National grid (Transco) when reporting issues that are not the responsibility of the Association but are in direct relation to the safety or repair of our housing stock.
* Tradespersons, on a regular basis, when discussing aspects of jobs
* Contractors, on a regular basis, to pass information or works across
* Suppliers, on a regular basis, to order or check the status of an order
* Internal groups across the Association, on a regular basis, to pass and receive information

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Assist in maintaining the Health & Safety data base for the internal team
* Fire alarm testing a record keeping

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

• Adhere to the codes of conduct expected of a Cairn employee

**Repairs Administrator**

**Person Specification**

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| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Recognised Administration/Repairs qualifications or 2 years’ experience working in an admin role with experience of repairs and maintenance. Competent in the use of spreadsheets  Microsoft Office applications Excel and Power Point. | Knowledge of IT systems pertaining to this role;  Epix  Open Housing  Cornerstone  Documotive  NHR  PIMMS  Learnpro  CXM  To have knowledge of or to have achieved qualifications in-  IOSH  CDM 2015  Gas Safe level 2  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness  GDPR  Lone Working  Energy Performance of a home  Scottish Housing Quality Standard |
| Experience | Demonstrable 1-2 years  Experience working within an office environment and part of a busy team. Have good telephony and letter writing skills. Experience in providing administrative support to a team. To have an understanding and knowledge of repairs and maintenance. |  |
| Knowledge | Have an understanding of;  Repairs and maintenance.  The housing sector.  Working in an administrative environment. | To have knowledge of or to have achieved qualifications in-  IOSH  CDM 2015  Gas Safe level 2  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness  GDPR  Energy Performance of a home  Scottish Housing Quality Standard |
| Skills | Developed skills in the following-  Communicating, both spoken and written  Organisational skills, manage own workload  Analytical thinking and problem solving  Takes ownership of a situation  IT literacy, particularly in MS office applications including Word and Excel  Good word processing skills  Competent in the use of spreadsheets.  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 | Ability to monitor own performance against targets and apply continuous improvement practices.  Familiarity with specific housing maintenance information systems |
| Personal attributes | 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  Vitality- maintains a high activity level, is enthusiastic, motivated and energetic  Oral Communication - expresses thoughts effectively and convincingly, using appropriate verbal and non-verbal behaviour to reinforce the content of the message  Written Communication - express thought in writing in a grammatically correct, well-organized and well-structured manner  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. | Personal Impact - creates a positive first impression, commands attention and respect, and is socially confident  Following Through -establishes procedures and monitors the progress and results of plans and activities to ensure that goals are achieved |
| Additional requirements | Flexible working to suit the business needs  Attend events outside of the main office |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature:  Date: 25/06/2019**