

Job Description

1. JOB DETAILS

Job Title: Responsive Repairs Administrator

Location: Bellshill / Irvine

Team/Directorate: Property Services

Responsible To: Maintenance Manager (South)

Responsible For: Providing Administration support to the Maintenance Team

2. JOB PURPOSE

Provide admin support within the Maintenance Team to ensure an excellent customer service through face to face interactions, telephone calls or written communications.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Support and assist the Maintenance Team by organising and planning diaries and arranging appointments for inspections and visits.
2. Undertake administrative and clerical duties, such as letter writing or note taking at meetings to support and inform the team and the wider organisation of all agreed actions, outcomes and confirmed responsibilities.
3. Provide Administrative support within the finance systems, by inputting correct codes for invoices before final costs are then authorised by others with delegated authorities.
4. Maintain effective document and system upkeep in line with Company Policies and Procedures and working processes, to ensure industry standards and regulatory requirements are met, and information is processed in line with GDPR requirements.
5. Provide advice and guidance to our customers and colleagues on relevant policies and procedures pertaining to the maintenance team, such as tenant alterations or other repairs and maintenance issues so as to ensure a consistent service delivery.
6. Deliver partnership working across the organisation by working collaboratively with colleagues, to improve our performance and ensure a consistency of Service.
7. Provide support in the delivery of projects, such as Insurance claims, by ensuring a good admin record is kept of all relevant information and referencing required to make a claim.
8. Organise and support the delivery of the maintenance service to ensure we meet our KPI's and SLA's. Undertake tasks such as running a report on Epix to ensure completion dates are being input against repairs, and they are being closed on this system.

9. Input information to ensure effective data management to enable accurate reporting and monitoring on our repairs budget and rechargeable and recoverable costs.

3.2 Key Performance Indicators

Support the maintenance team meet the following KPIs;

- Inspect alteration requests within allocated timescales if one is required
- Make a decision on an alteration request within the agreed timescales
- Meeting the agreed timescales for repairs
- Ensuring a qualified person or contractor undertakes a repair
- Inspecting the agreed percentage of repairs up to £1000 to ensure they are completed to a satisfactory standard
- Inspect all works over £1000 in value, to ensure they are completed to a high standard.
- Meet with Right to Repair legislation
- 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 medical adaptation
- 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 or make alternative arrangements for accommodation.
- Investigate and respond to complaints in line with Cairns policy.

3.3 Key Contacts – Internal & External

- Internal, all departments in line with partnership working.
- Direct Customers for all general advice support and monitoring of a tenants needs.
- Local Authorities, for joint working projects, such as obtaining building warrants.
- Leaseholders, when arranging LPI's and identifying repairs under their responsibility
- Other External Partners, for joint working on specialist projects insurance claims.
- Homeowners, 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.
- External suppliers, ordering materials or equipment when previously authorised.

3.4 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are adhered to
- Comply with safe working practices as defined by Cairn Housing Association
- 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.

3.5 General

- Be aware of and adhere to Cairn Housing Association policies at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Cairn Housing Association 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 Association values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Cairn Housing Association
- Adhere to the codes of conduct expected of a Cairn employee
- Update and review cornerstone progress, record evidence of competencies and goals status.

Responsive Repairs Administration Assistant

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Recognised Administration qualifications or 2 years' experience working in an admin role within the maintenance setting. Competent in the use of spreadsheets Microsoft Office applications Excel and Power Point. Health and Safety Awareness ELearning courses, required and advisory	IT systems pertaining to this role; Homemaster Xledger Epix Cornerstone Documotive NHR Learnpro IOSH CDM 2015 Gas Safe level 2 Electrical safety Awareness Fire safety Awareness Management of Asbestos Legionella management Awaabs Law 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 letter writing skills. Experience in providing administrative support to a team working in the repairs maintenance sector.	Arranging organising and reporting repairs Performing reception duties. An understanding of why we have different timescales to meet when responding to certain repairs, such as having an understanding of the Right to repair Legislation.
Knowledge	Have an awareness of; Repairs and maintenance policies and an ability to follow a standardised process.	Resourcing and following information held on CHAT Ability to resource online information through HSE or other legislative websites. An awareness of; GDPR COSCH IOSH AWAABS LAW GSIUR (Gas safe level 2) Electrical Safety and continuity regulations Legionella control Fire Risk Assessments
Skills	Communicating, both spoken and written Analytical thinking and problem solving Take ownership of a situation Ability to work under own initiative, prioritising and organising own workload with some guidance and support.	Easy to understand Better ways of working Diligent Willingness to do what it takes and pass up issues that require support

Personal attributes	• Applies analytical reasoning, is driven to do well, be effective, achieve and succeed • Understands compliance, adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes. • Can delegating appropriately, designates responsibility and refers problems or activities to others for effective action. • Understands Empathy, understands the feelings and attitudes of others and is able to put oneself in others' shoes-. • Is Innovative, not adverse to change and able to recognise creative solutions in varying work-related situations. • Has integrity, maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities. • Good listening skills, draws out opinions and information from others in face-to-face interaction. • Proficient in communication, both written and verbal.	Good attention to detail Able to work alone or as part of team Calm under pressure Empathetic listening Customer services experience
Additional requirements	Satisfactory return of a Disclosure Scotland check. Flexible Working to suit the business needs. Ability to attend events to promote and represent the Cairn Housing Association.	Ability to drive with access to a vehicle

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: