Job Description

Responsive Repairs Officer

All criteria are <u>Essential</u> unless indicated otherwise

Reports to: Senior Responsive Repairs Officer

Responsible for: n/a

Overall Job Purpose:

Assist with the delivery of Barcud's Responsive Repairs service to the properties in its West designation to ensure that the Association meets its business obligations, objectives and the needs of its tenants.

Key Responsibilities –

Responsive Repairs:

- Deliver a customer-focused, high-quality and timely Responsive Repairs service.
- Be a first point of contact for tenant enquiries relating to repairs, handling tenant request in a professional manner explaining technical matters clearly and concisely.
- Work with Customer Service staff to provide a strong Customer Service to tenants on matters of Responsive Repairs.
- Monitor the progress of repairs, updating tenants when there are delays and explaining to tenants the cause of these delays.
- Support the development and implementation of Responsive Repairs processes and procedures.
- Raise and authorise Responsive Repair works up an approved financial limit, seeking approvals from senior staff for works above defined thresholds.
- Produce schedules of work and works orders for a variety of repairs.
- Provide Responsive Repairs advice to tenants and the wider Association.
- Outline to tenants and Barcud staff what are the Association's responsibilities and what tenant responsibilities in terms of repairs.
- Ensure emergency repairs are swiftly tackled, including when raised by tenants out of hours, always seeking to ensure tenant safety as first principle.
- Liaise with providers who undertake work required for Responsive Repairs, ensuring providers are aware of Barcud's standards and procedures and monitor works, reporting on any poor-quality work undertaken by providers to senior staff.
- Work with Procurement staff to obtain new service providers when required.

- Maintain records of repairs, ensuring all data is accurate and representative of works carried out.
- Analyse records of repairs, seeking to identify service improvements.
- Assist with the consultation of residents on the carrying out of repairs, seeking to ensure that works are carried out with minimal disturbance to tenants and their homes.
- Work with Housing Management staff to collaboratively identify void properties early and ensure their quick maintenance and handling.
- Assist with the assessment and delivery of void works, ensuring void properties are swiftly handled and re-let.
- Provide assistance to the Responsive Repairs West team during busy periods.
- Deputise for the Senior Responsive Repairs Officer when required.
- Assist in providing out of hours/emergency cover on a rotational basis, as and when required.
- Carry out stock condition and WHQS surveys of the Association's properties, as required.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.

Personal Specification

Responsive Repairs Officer

This person specification details the experience and skills for the position of Responsive Repairs Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Membership to relevant professional body. (D)
- Educated to A level standard or equivalent. (D)
- Evidence of continually developing professional knowledge.

Experience

- Delivery of a Responsive Repairs service.
- Handling customer requests in a professional manner.
- Producing works orders.
- Scheduling and supervising void maintenance / works.
- Monitoring the quality of service providers.
- Analysing problems and devising effective solutions.
- Providing advice on Responsive Repairs matters.
- Procuring the services of providers for Responsive Repairs activities.
- Public sector or Housing Association experience. (D)
- Carrying out stock condition surveys

Skills / Knowledge

- Understanding of legalisation and regulations relating to Responsive Repairs.
- Knowledge of Landlord Health & Safety and Compliancy priorities.
- Understanding of the scope of Responsive Repairs services.
- Able to produce comprehensive quality reporting for effective decision making.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.
- Sound numerical, reasoning and written communication skills.

- Proven competency to handle confidential and sensitive information.
- Able to set appropriate and challenging performance targets for self.
- Ability to promote equality and diversity in all aspects of employment and service delivery.

I have read, understood and agree to the above job description and person specification

Name _____

Date _____

Signature _____