

Role Profile

This section provides key information relating to the role

Job Title:	Repairs Administrator		
Post No:	P01822	Grade:	E
Team:	Property Services	Location:	Campus East
Responsible to:	Repairs Service Centre Manager		

Overall job purpose:

Day to day responsibility to deliver a comprehensive, caring, efficient quality front line Housing Maintenance Repairs ordering and monitoring service, providing exceptional commitment to customer care for the Tenants, Leaseholders and customers of Welwyn Hatfield Borough Council. Covering responsive repairs, planned works and other property related services.

Provide clerical support for the Commercial Manager, Repairs Service Centre Manager and Maintenance Surveyors including writing letters, taking minutes of meetings and carry out other office administration duties as required. Occasionally to attend visit with Surveyor or Manager.

Key areas of focus:

1.	Receive repairs requests over the phone and via other methods. Assess, define and diagnose the fault and process the request in relation to work content and urgency.
2.	Where a tenant has called in, advise them of the work ordered, the appointment where made or timescales to complete work and name of contractor where this is not the Housing Maintenance Team.
3.	Arrange and maintain an appointments system for pre and post inspections of works. Arrange appointments direct with the customer on behalf of contractors.
4.	To investigate and respond to customer emails, copying in the Repairs Service Centre Manager as appropriate.
5.	Answer and resolve general repair enquiries, accessing both Council and our Partners computer system.
6.	Respond to more general housing maintenance enquiries and issues other than responsive repairs maintenance providing advice and guidance to help resolve the enquiry / issue.

7.	Have a caring, sympathetic and understanding approach when dealing with vulnerable customers and act as liaison officer with other agencies and liaise directly with internal departments
8.	Promptly assess emergency situations, calm the customer and obtain sufficient details to make sure the customer is 'safe' and take speedy action to mobilise urgent repairs or mobilise the emergency services (police, ambulance etc), reporting such emergencies to the team and Repairs Service Centre Manager. Take urgent action to limit damage to the property and or prevent possible insurance claims by other parties.
9.	To liaise directly with external agencies e.g. social services, gas, water and electric companies, Police, etc. in order to progress service issues on behalf of the customer. Where necessary persuade such agencies to take prompt action to the benefit of the customer and/or limit costs to the Council.
10.	Maintain accurate records on the Housing computer system such as job records, recalls, up to date customer contact details and any special access arrangements or bespoke passwords.
11.	To carry out customer satisfaction calls on completion of works and progress other quality control initiatives under guidance of the Repair Service Centre Manager
12.	Have day to day responsibility for logging, responding and assisting in resolving repairs complaints, comments and compliments on the Lagan system. Gathering sufficient details to recommend a suggested course of action to the Repairs Service Centre Manager / Commercial Manager. Liaising with contractors and where required to provide a draft response letter for review.
13.	Process and manage through to completion administrative processes relating to Tenants Alteration Requests in liaison with the Commercial Manager.
14.	Be responsible for calculating and implementing rechargeable repairs in line with the Rechargeable Repairs Policy
15.	To participate in regular team meetings and assist in the training of new staff as required.
16.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
17.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
18.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
NVQ Level 1 in Customer Care or equivalent	x		AP
Experience of working in a similar service	x		AP
Basic knowledge of housing repairs		x	AP
Knowledge			
Formal training of fault Diagnosis in a Construction or Maintenance environment		x	AP
Skills and abilities			
Excellent filing and organisational skills	x		AS/IN
Ability to influence and negotiate at all levels with internal and external customers	x		IN
Analytical skills in order to interpret the available information	x		AS/IN
Problem solving skills	x		AP/AS/IN
Other attributes			
Ability to work under pressure and meet deadlines whilst managing conflict demands and interruptions	x		AP/AS
Advisory, guiding and persuasive skills to deal with difficult situations and customers	x		AP/IN
Excellent customer care skills and excellent communication skills	x		IN
Excellent IT skills	x		AS
Ability to accurately follow procedures whilst using initiative to deal with difficult / unusual situations	x		IN
Ability to work positively within a team	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.