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| **Job Description – Property Services Officer (Responsive Repairs)** | |
| **Line Manager:** | **Head of Asset Management** |
| **Direct reports:** | **None** |
| **Purpose of role:** | **Working collaboratively with the team of Property Services Officers to ensure that high quality and efficient repairs, maintenance, improvements and health and safety services are delivered to residents.**  **To deal with enquiries from residents regarding any of these areas, commission and monitor works as required.**  **To lead on dealing with enquiries for responsive repairs, commissioning and monitoring works as required.**  **To support on the provision of reports showing performance on repairs and maintenance.**  **To provide administrative support to members of the Property Services and Estate Services Team** |
| **Key relationships** | **Internal: All Staff**  **External: WPH residents and advocates, WPH contractors and service suppliers, local authorities and other stakeholders** |
| **Key responsibilities** | |
| 1. Being the first point of contact for residents and contractors and staff regarding responsive repairs. Receiving requests from residents and commissioning repairs where appropriate. Working collaboratively with colleagues and liaising with residents and contractors to ensure repairs are completed in line with our customer service and home standard. 2. Ensuring that records relating to commissioned works are kept up to date and that residents are kept informed of progress. 3. Working collaboratively with colleagues to ensure the smooth delivery of improvement programmes to WPH customer service and home standard e.g. the refurbishment of kitchens and bathrooms. 4. Supporting the Property Support Officers (Compliance and Reporting) as necessary. Working collaboratively with colleagues and liaising with residents and contractors to ensure compliance works are completed in line with our customer service and home standard. 5. To effectively deal with all queries from residents with regard to property related matters, communicating effectively whether in person, on the telephone or in writing (usually email), in line with our customer care standard. Using agreed processes to record information and undertake follow up to satisfactory conclusion using systems for recording and maintaining the integrity of CRM. 6. Supporting the Head of Asset Management, the Maintenance Surveyor and the Estate Services Manager to manage the performance of contractors. To set up periodic contractor appraisal meetings to ensure compliance with the Contractors Code of Conduct and to document the outcomes of these meetings. 7. To contribute to the development of policies and procedures for staff and which help achieve value for money, efficient, high quality services to residents. 8. To prepare purchase/works orders for property related services for authorisation. To manage costs, matching invoices with orders where necessary, to ensure value for money and prompt payment to suppliers, contractors and consultants. 9. To prepare information packs, including comprehensive repairs histories where necessary, to support the satisfactory resolution of insurance claims, complaints or legal proceedings, | |
| **Performance management and reporting** | |
| 1. To support the departmental lead in respect of updating data on the organisation’s project management system (Pentana) and Housing database (QL) to monitor and ensure a high quality customer service and support progress towards annual targets to meet Corporate Objectives. 2. Identify and record examples of good practice, developing, refining and promoting activities where efficiencies are identified and services to residents are improved. 3. Make use of good practice examples, resident feedback and benchmarking data to develop own performance and to identify service enhancements where necessary. 4. Engage proactively with resident feedback to inform service improvement by attending focus groups, attending resident meetings and looking for feedback in everyday interactions. Use this feedback to help improve your own and others’ performance and to improve WPH policies and procedures. 5. To proactively manage workloads without the need for close supervision, able to prioritise competing demands seeking guidance where necessary, so that priorities are identified and managed effectively. 6. To contribute positively to the annual appraisal process including identifying   development needs, taking ownership of and driving professional development by supporting your own learning and development with the support of your line manager. | |
| **Compliance** | |
| 1. Pro-actively demonstrate commitment to Women’s Pioneer mission and values and help to communicate this to other team members.      1. Follow WPH policies and procedures to ensure a consistent approach across WPH. 2. Take a proactive approach to ensure compliance with WPH rules, policies and procedures re finance, operational approvals and GDP Estimate the likely cost of individual works orders and allocate costs to appropriate cost centre. 3. To keep up to date with relevant legislation and best practice. | |
| **Staff and team working** | |
| 1. Work collaboratively with staff within the team and across the organisation to solve problems and further organisational objectives. 2. Contribute to property team meetings and to organisation-wide initiatives and activities. This will involve a reasonable understanding of the work of the property team and an understanding of the work of the association as a whole to represent the needs and views of the team to solve problems and further organisational objectives. 3. This role does not include line management but does require achieving outcomes through others including peers and teamwork across departments. 4. Work at all times in accordance with WPH values and our Equality and Diversity policy. 5. To contribute to the development of effective policies and procedures enabling staff to provide efficient services to residents. 6. To chair and minute internal meetings /working groups considering property   related topics. | |
| **Additional information** | |
| 1. These are your main areas of responsibility, but you may be required to perform other duties as we may reasonably require from time to time. 2. There may be occasions when you are required to attend meetings outside of the usual working hours and to carry out work in a lone working environment. | |

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| **Person Specification – Property Services Officer (Reporting)** |  |
| **Knowledge , experience and qualifications** |  |
| Experience of delivering high quality customer service, including remaining calm during difficult conversations and being empathetic. | Essential |
| High quality written communication skills to compose reports, letters and emails with clear and accurate information | Essential |
| Experience of organising and co-ordinating activities to tight deadlines and within a clear framework | Essential |
| Demonstrable evidence of using Microsoft Office software effectively in a work environment | Essential |
| Experience in administrative support to others with excellent verbal communications skills and ability to engage professionally across a range of people at all levels within the organisation. | Essential |
| Some relevant knowledge of building construction and maintenance | Desirable |
| Able to take decisions within a system of delegations | Essential |
| Knowledge of works ordering systems and obtaining competitive  quotations | Desirable |
| **Skills and abilities** |  |
| Process management - Attention to detail and ability to analyse and report from casework management or project management systems to produce clear and accurate reports and recommendations | Essential |
| Able to manage performance monitoring systems and utilise outputs to inform decision making | Essential |
| Ability to deal robustly with difficult issues and achieve positive outcomes. | Essential |
| Able to work collaboratively with colleagues | Essential |
| **Personal attributes** |  |
| Has an “outcome focus” approach to service delivery | Essential |
| Ability to deliver projects and to motivate others to achieve outcomes. | Essential |
| Highly organised. | Essential |
| Has a collaborative working style that can bring out the best in others. | Essential |
| Able to rely on own judgment and knows when to seek further assistance. | Essential |
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| Committed to ongoing learning and development | Essential |
| Has empathy with needs of residents. | Essential |
| Commitment to equality and diversity. | Essential |
| Commitment to social housing. | Essential |