



Job Description

Post:	Repairs Advisor
Directorate:	Technical Resources
Team:	Repair Hub
Grade:	Scale 6
Responsible to:	Repairs Team Manager
Responsible for:	N/A

Purpose of Job

Help to deliver a fast, efficient, value for money repair service that achieves consistently high levels of resident satisfaction.

Provide caring, professional and timely responses to all repair related contacts from a variety of sources.

Work as a team to ensure that all properties are safe, warm, dry and comply with requirements.

Main Duties and Responsibilities

Customer service

- Act as first and main contact for repair requests received via telephone, email, letter, online etc
- Provide caring, courteous, respectful, quality, timely and sensitive responses to all contacts
- Promote a positive image of Poplar HARCA in all contacts
- Support customers, taking time to properly understand wants, needs and aspirations

Repair diagnosis and administration

- Raise repairs in line with the organisation's policies, procedures and obligations
- Investigate and diagnose repair matters such as condensation and unidentified leaks
- Identify repairs that are not Poplar HARCA's responsibility and provide appropriate advice
- Provide timely and accurate information for rechargeable repairs
- Undertake all aspects of repair administration with accuracy and speed including:
 - Issuing orders using the correct codes and precise job descriptions
 - Assigning priority and target dates
 - Arranging, scheduling and recording appointments

- Adding notes, delays, feedback, quality control information, variations, and events
- Authorising orders and variations within financial limits
- Chasing outstanding and out of target repair orders
- Completing and cancelling orders
- Checking and approving invoices within financial limits
- Administering and following up on repairs reported and/ or completed out of hours
- Comply with statutory and regulatory requirements
- Keep residents and others up to date on timescales
- Work with colleagues, contractors and others to ensure that access is gained quickly as required
- Take responsibility for maintaining and updating knowledge relevant to the repair service

Quality control

- Carry out repair surveys, analyse results and recommend improvements
- Undertake pre- and post- inspections under the guidance of the Repairs Manager
- Provide customer feedback to staff and contractors

Data management and monitoring

- Log all contacts with residents and other parties
- Manage, organise, and update relevant data
- Review and update open repair orders
- Monitor, analyse and present information on repair performance, including contractor performance

General

- Work closely with the Aftercare Officer and the Service Hub to ensure adequate service cover
- Identify and act upon concerns about fire, hygiene, health and safety and safeguarding
- Deal with, and respond to, all responsive repair related correspondence and complaints
- Keep up to date with developments in legislation and best practice
- Work with staff from across the organisation to resolve problems and improve services
- Perform other duties as may be reasonably required by your line manager
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards
- Work flexibly between 8am and 6pm on weekdays; up to 8pm one day a week and on Saturday mornings to provide extended access to services for customers

Person Specification

Post: Repairs Advisor

Grade: Scale 6

Team: Repairs

Directorate: Technical Resources

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. GCSE or equivalent level of education
2. Skills	a. Ability to achieve demanding targets and standards b. Intermediate IT skills including MS Word, Excel and Outlook c. Attention to detail d. Shares knowledge and skills e. Approachable and accessible f. Engages in straight talking – clear and constructive g. Ability to achieve deadlines in a fast-paced, high pressure environment
3. Experience	a. Can understand and apply legislation, regulatory guidance and best practice b. Has delivered excellent customer services in a highly pressurised environment c. Has worked in a role with a similar level of responsibility
4. Knowledge	a. Appropriate monitoring systems and procedures b. Legislation regarding housing and repairs services c. Customer services best practice d. Service implications of working with diverse communities
5. Key Competencies	a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving