

JOB DESCRIPTION

Post Title: Reactive Repairs Support Officer	Director/Service/Sector Housing and Public Protection		Office Use
Grade: 3	Workplace: Cowley Road Depot, Blyth		JE ref: 3658
Responsible to: Housing Maintenance Manager	Date:18/11/2019	Manager Level:	HRMS ref:
Job Purpose: Dealing with housing disrepair claims, complaints and compliments efficiently and effectively. lead link for disrepair claims including setting up and file management of claims			
Resources	Staff	None	
	Finance	Raising purchase orders for external contractors and materials and booking in purchase orders and checking payments are the correct amounts as quoted so funds are released in a timely manner and in line with NCC policies..	
	Physical	Use of PC and office equipment.	
	Clients	Extensive contact with customers, both internal and external. Members, Departmental Managers etc.	
Duties and key result areas:			
<div>1. Dealing with housing disrepair claims. Responsibility for setting up the claim file liaising closely with the council's legal team and operational repairs team to provide detailed information sourced from repairs history and housing management IT systems, arrange meetings, responsible for taking accurate meeting minutes ensuring that the process is carried out in a timely manner.</div> <div>2. Interrogate housing IT systems to provide accurate reports and information working collaboratively with internal officers and NCC legal department.</div> <div>3. Dealing with telephone queries and complaints promptly and in a professional manner resolving non-routine or contentious issues, escalating if necessary to the relevant Team Leader/Manager and providing timely responses to the customer as set out by the complaints guidelines.</div> <div>4. Raise purchase orders through NCC internal IT systems for staff to collect materials and enable contractors to carry out work on behalf of NCC.</div> <div>5. Book invoices into the system in a timely manner to ensure payment will be released and ensure prompt payment to external contractors and suppliers.</div> <div>6. Provide appropriate cover within the Scheduling Team as and when necessary in periods of short staffing.</div> <div>7. Ensure that goods have been received and/or contractor work carried out before payment is released.</div> <div>8. Ensure invoice costs match up reconcile errors and omissions and liaise with suppliers as necessary.</div> <div>9. Order stationary in a timely manner ensuring minimal impact to the service.</div> <div>10. Recording meeting minutes accurately, remaining confidential and professional at all times.</div> <div>11. Using the relevant systems to recruit short term temporary contracts to cover gaps in trades areas as and when required.</div> <div>12. Be aware of service KPI's and be instrumental in achieving these.</div> <div>13. Act as an ambassador for Northumberland County Council at all times, promoting its role and achievements, internally and externally.</div> <div>14. Contribute to the development of related policies, procedures and initiatives.</div> <div>15. Ensure compliance with organisational requirements for Data- Protection, risk management, Safeguarding, Health and Safety and other legal and statutory requirements along with the best practice and general duty of care.</div> <div>16. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.</div> <div>17. Be responsible for the security of Company assets relevant to the post.</div> <div>18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.</div>			

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

None

Working patterns:

37 hours per week (Monday – Thursday 8.30am-17:00 and Friday 08.30am -16:00) flexible working hours may apply by Management approval.

Working conditions:

Post based indoors however on occasion to accompany operatives on 2 Person Visits if necessary.

PERSON SPECIFICATION

Post Title: Reactive Repairs Support Officer		Director/Service/Sector: Maintenance	Ref: 3658
Essential	Desirable		Assess by
Knowledge and Qualifications			
Understanding of administration needs in a repairs and maintenance environment. Knowledge of repairs within a Social Housing environment. Knowledge of work order systems, schedule of rates invoicing processes. Demonstrate knowledge of housing management ICT systems. Demonstrable understanding of health and safety legislation and its application in the workplace. Educated to GCSE level (Grade C or above) in Maths and English, or equivalent recognised training in Customer Service.	Working in social housing scheduling/registering repairs. Ability to read Asbestos Reports.	(a) (i)	
Experience			
Experience of communicating and engaging with customers to relay and receive information. Developing and maintaining relationships. Working in a multidisciplinary team. Working in a housing repairs and maintenance environment. Working with contractors, consultants and other agencies.			(a) (i)
Skills and competencies			
Ability to communicate effectively both orally and in writing, including adapting communication skills to suit the audience. Ability to work on own initiative and as part of a team. Ability to determine own priorities and plan ahead. Ability to work well under pressure in order to meet deadlines. Ability to embrace change. Show initiative and demonstrate a willingness to accept responsibility. Computer literate. Take responsibility for continuously developing and supporting your own knowledge/skills/training needs. Ability to identify and respond to customer requirements. Good interpersonal skills with the ability to display self confidence in managing self, the work and its impacts on others. Flexible approach to work and the ability to work across functions. Demonstrate good planning and organisational skills relating to administration. Skilled in general administration duties.			(a) (i)

Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation.		
Physical, mental and emotional demands		
<p>Normally works from a seated position. Some standing, walking, stretching or lifting.</p> <p>Able to use own initiative, self-motivated, organisational skills and multitasking.</p> <p>Lengthy periods of concentration, mental attention with regular pressure from interruptions and conflicting demands.</p> <p>Regular exposure to disagreeable customers.</p> <p>Highlights under performance and complacency to the relevant Manager.</p>		(a) (i)
Other		
<p>Dependable, reliable and keeps good time.</p> <p>High standards of honesty, integrity, openness and respect for others.</p>		(r)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits