

Job Description

JOB TITLE:	Repairs Coordinator
GRADE:	Grade F
POST NUMBER:	Q040700149
DIRECTORATE:	Housing & Regeneration
SERVICE:	Repairs Service
RESPONSIBLE TO :	Repairs Coordinator Team Leader
RESPONSIBLE FOR:	None
	This post does not require a DBS check.
JOB SUMMARY:	<i>To deliver business support activities in a high-pressured Housing Repairs environment, whilst providing an excellent high quality responsive and customer focused service, including providing information, responding to complaints, raising repairs orders, progressing variation order requests, follow up on repair orders and contributing to customer care initiatives to continually improve service delivery and customer experience.</i>
ROLE REQUIREMENTS:	<i>This is a support function to assist in the operations of the Repairs Service and encompasses the following requirements.</i>
1.	To carry out front-facing customer duties, including responding to enquiries; telephoning and providing information and progress reports to residents; researching, investigating, and producing high quality draft responses for correspondence, Members Enquiries, and complaints, producing, and issuing individual and bulk correspondence.
2.	To proactively seek updates on overdue order and jobs in jeopardy; provide daily work-in-progress updates to residents and to management team as required; manage the leaks process, liaising with colleagues in other teams; assign inspections to Maintenance Surveyors.
3.	To accurately and timeously update computer systems and databases, including issue electronic repairs orders, progress variation requests, chase and follow up on repair orders, including surveys to identify and instruct removal of

	asbestos, in conjunction with Construction (Design and Management) Regulations 2015.
4.	Assist with the management of all statutory and operational compliance checks e.g., statutory gas compliance contract, liaising with customers and contractors to arrange access and ultimately ensuring that targets are met.
5.	To assist with the collection and recording of regular information on set targets and key performance indicators, updating of procedure notes, guidance and manuals.
6.	To provide administrative support to the team, carrying out a range of tasks including service meetings, take notes, arrange, appointments, book meeting rooms, arrange photocopying and distribution, undertake all types of record keeping, archiving, filing, scanning of documents/insurance forms, office coverage, answer telephones and ensure administrative procedures are up to-date, efficient and organised.
7.	To raise requisitions, monitor receipt of items and services and raise payment vouchers in respect of invoices, liaising with central purchasing suppliers and originating officer, adhering to appropriate financial regulations and standing orders, assisting with effective budgetary control.
8.	To maintain the safekeeping register and all divisional inventories on equipment, IT consumables, PPE, Gerda Locks and keys, and day to day stationery.
9.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the line manager or the Head of Service.
CORPORATE RESPONSIBILITIES	
10.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
11.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
12.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
13.	Support organisational change and learning, following and

	implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
14.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
15.	Adherence to the council's commitment to the health, safety and welfare at work policy <i>[The role requirements are the duties and responsibilities that are specific for each tier of staff and management are listed in the Appendices attached]</i>

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<ul style="list-style-type: none"> • Understanding best practice for managing customer expectations • Excellent understanding of repairs processes 	<p style="text-align: center;">E</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A/I/T</p>
Skills & Experience	<ul style="list-style-type: none"> • Experience in delivering exceptional customer service, working in a customer facing environment, dealing with enquiries through to satisfactory conclusion. • Attention to detail and high-quality standards. • Experience of providing a comprehensive administrative service and maintaining a range of administrative processes in line with policy. • Effective communication skills, both written and oral. • Proven IT skills, including use of Microsoft office applications. • Experience of working in a Housing or Repairs environment • Experience producing outstanding work in a 	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">D</p> <p style="text-align: center;">D</p>	<p style="text-align: center;">A/I/T</p>

	<p>challenging and changing environment.</p> <ul style="list-style-type: none"> • Experience in “Mary Gober” customer service method, or similar. • Ability to deal sensitively with and support vulnerable residents. 	D	
		D	
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation’s five TOWER Values	A/I
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<ul style="list-style-type: none"> • <i>Building relationships</i> • <i>Developing networks</i> • <i>Making it a better place to work</i> • <i>Collaborating</i> 		
We are OPEN and transparent	<ul style="list-style-type: none"> • <i>Communicating clearly</i> • <i>Listening to feedback and asking for assistance.</i> • <i>Managing change</i> • <i>Being approachable</i> 		
We are WILLING to challenge, innovate and be accountable	<ul style="list-style-type: none"> • <i>Being accountable</i> • <i>Learning and challenging</i> • <i>Improving and innovating</i> 		
We empower each other to be EXCELLENT and go the extra mile	<ul style="list-style-type: none"> • <i>Having purpose and personal motivation</i> • <i>Being empowered</i> • <i>Focusing on support and wellbeing</i> • <i>Making colleagues feel appreciated and valued</i> 		
We RESPECT all communities; they are the heart of	<ul style="list-style-type: none"> • <i>Understanding our customers' needs</i> • <i>Learning from customers</i> 		

everything we do	<ul style="list-style-type: none"> • <i>Being a customer ambassador</i> • <i>Respecting diversity and being inclusive</i> 		
Additional Requirements	<p>To be flexible in working arrangements, such as office cover and working from different locations as required.</p> <p>To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.</p> <p>To comply with the requirement to carry out a DBS check on this role.</p> <p>To comply with the requirements relating to political restrictions for this role.</p>		

Appendix 1: Health and Safety responsibilities for: Chief Executive/Corporate Leadership Team Job Descriptions

Health and safety responsibilities include:

- providing proactive and visible leadership in developing and maintaining a management culture promoting health and safety within the organisation through the formulation and implementation of the council's health and safety policy and supporting procedures.

Health and Safety responsibilities for: Corporate Directors (first tier) Job Descriptions

Health and safety responsibilities include:

- ensuring the council's corporate health and safety policy is implemented within their directorate
- incorporating health and safety standards and objectives into service plans
- holding staff accountable
- allocating health and safety responsibilities and duties to managers within their directorate
- acting as, or nominating, a competent manager to act as health and safety champion
- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives

Health and Safety responsibilities for: Directors (second tier) Job Descriptions

Health and safety responsibilities include:

- overseeing the translation of the council's health and safety policies, objectives and arrangements into operational practice within their respective directorate service areas.
- implementing corporate and directorate safety policies and supporting procedures within their service areas
- holding staff accountable
- ensuring risk assessments are carried out, reviewed and shared with all appropriate staff

Appendix 2: Health and Safety responsibilities for: Directors (second tier) Job Descriptions (cont.)

- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives

Health and Safety responsibilities for: Heads of Service/Departmental Heads (third tier) Job Descriptions

Health and safety responsibilities include:

- arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements
- holding staff accountable
- ensuring risk assessments are carried out, reviewed and shared with all appropriate staff
- ensuring staff receive adequate information, instruction, training and supervision
- cooperate with trade union/safety representatives and attend relevant meetings.

Health and Safety responsibilities for: Managers and Supervisors Job Descriptions

Health and safety responsibilities include:

- being familiar with health and safety policies and procedures
- setting a positive example
- communicate health and safety policies and procedures to staff
- carry out, review and share risk assessments
- consider work-related violence, abusive or threatening behaviour in the planning and development of safe working systems and procedures
- ensure adequate first aid provision
- holding staff accountable
- ensuring staff receive adequate information, instruction, training and supervision

Appendix 3: Health and Safety responsibilities for: Managers and Supervisors Job Descriptions (cont.)

- cooperate with trade union/safety representatives and attend relevant meetings
- ensure work-related accidents/incidents are reported and investigated in line with procedures.

Appendix 3: Health and Safety responsibilities for: Staff Job Descriptions

Health and safety responsibilities include:

- always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.