



## **JOB DESCRIPTION**

<b>POST:</b>	<b>REPAIRS SERVICES OFFICER</b>
<b>DEPARTMENT:</b>	<b>HOUSING REPAIRS AND MAINTENANCE</b>
<b>REPORTING TO:</b>	<b>BUSINESS SERVICES TEAM LEADER</b>
<b>RESPONSIBLE FOR:</b>	<b>No Line Management Responsibility</b>
<b>GRADE:</b>	<b>4</b>

## **ORGANISATIONAL CONTEXT:**

As a Repairs Services Officer, you will provide an integrated planning, scheduling and business support function within the Housing Repairs and Maintenance, Business Services Team. Working closely with operatives, managers, contractors, partners, and customers, you will ensure repairs and maintenance are scheduled efficiently, information is accurate and timely, and the service delivers excellent customer outcomes.

## **MAIN JOB PURPOSE:**

Plan and schedule resources to deliver responsive repairs and maintenance with minimum downtime and maximum productivity, providing customers with timely, accurate appointments in line with priorities and service standards.

Provide a high-quality business support service to Business Services, including data, reporting, document and records management, procurement processing, and KPI support to enable effective operational delivery.

## **DUTIES AND RESPONSIBILITIES:**

Maintain the job management system, including data housekeeping and base data accuracy; make real-time diary adjustments to optimise resource utilisation and first-time fix rates.

Monitor operatives' geographic location and job statuses to ensure appointments are met, maximizing delivery of first-time completions. Monitor the progress of all scheduled jobs. Any perceived problems must be escalated to the Business Services Team Leader. Such escalation must be in a timely manner, with consideration for the call priority, elapsed duration, and service level agreements.

Act as a first point of contact for property-related repairs enquiries; accurately triage and create job orders or inspections/surveys per procedure. Co-ordinate appointments and material supplies to ensure maximum efficiency.

Coordinate absence/annual leave impacts on scheduling and maintain service coverage.

Monitor "follow-on" and out of target jobs daily, escalating risks to targets and SLAs as required.

Support operatives' use of tablets/field devices and ensure job acceptance, updates and closures are completed, flag issues promptly.

Provide clear, professional customer communications across phone, email, and letters; manage reappointments and keep customers informed about progress and access requirements.

Administer no-access procedures, including escalation and legal action processing in line with policy.

Handle service failures/complaints in accordance with procedures, capturing learning and improvements.

Provide comprehensive administration and office management support to HRM Business Services, including minute taking, document production/formatting and general clerical duties.

Maintain accurate electronic and manual records, ensuring confidentiality and compliance with Data Protection

Raise and process work orders, purchase orders, invoices, and variations; support monitoring of spend against budget and financial controls.

Collect, collate, and analyse data for KPIs, customer satisfaction and management information; produce ad-hoc reports to support decision-making and performance management.

Work within financial and procedural constraints; adhere to H&S at Work and Data Protection legislation and internal policies.

Take responsibility for achieving personal targets and maintaining CPD to meet service needs.

Carry out other duties appropriate to the level and character of the post.

### **Additional information**

a) Does this job require a DBS check? Yes/**No**

- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery, or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
  
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role. either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

**PERSON SPECIFICATION**

**The Person Specification focuses on the knowledge, skills, experience, and qualifications required to undertake the role effectively.**

<p><b>REQUIREMENTS</b> The post holder must be able to demonstrate:</p>	<p><b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation</p>
<p><b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional, and other training)</i></p>	
<ul style="list-style-type: none"> <li>GCSE (or equivalent) in English and Mathematics (Grade C/4 or above) or equivalent demonstrable experience required to deliver the role.</li> <li>NVQ Level 3/ONC or equivalent level of knowledge through experience</li> <li>Intermediate Excel (Level 2) or equivalent capability; typing/keyboard qualification desirable.</li> </ul>	A
<p><b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g., report writing, office experience, Microsoft Office)</i></p>	
<ul style="list-style-type: none"> <li>Demonstrable experience in scheduling/planning (ideally dynamic scheduling) and/or business support in a repairs/maintenance environment.</li> <li>Strong Microsoft 365 skills (Outlook, Excel) and confidence with job management/field service systems.</li> <li>Experience gathering, analysing, and interpreting operational data; producing reports and KPIs.</li> <li>Familiarity with building maintenance terminology and repairs operations (desirable)</li> </ul>	A / I

<b>SKILLS/ATTRIBUTES</b>	
<i>(e.g. communication, interpersonal, decision-making, problem-solving, collaborator, dependable)</i>	
<ul style="list-style-type: none"> <li>• Excellent organisational skills: able to prioritise a busy, reactive workload and make sound decisions in real time.</li> <li>• Strong written and verbal communication; able to explain technical issues in plain English and handle difficult conversations tactfully.</li> <li>• High attention to detail, numeracy, and data accuracy; methodical and dependable.</li> <li>• Problem-solving mindset; resilient, flexible, and collaborative with a positive, customer-centric approach.</li> <li>• Ability to work independently and as part of a multi-disciplinary team, taking ownership and delivering to deadlines.</li> </ul>	A/I
<b>BEHAVIOURS</b>	
Behaviours will be tested at the interview against the Council's values (further detail below)	
Empowering, valuing and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



**Our Values**  
...we believe in

OUR CUSTOMERS    BEING AMBITIOUS    TAKING OWNERSHIP    BEING OPEN and HONEST    OUR PEOPLE





We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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