

## What's it all about

As a Repairs Officer you will be a key member of the Repairs Delivery team, ensuring our day to day repairs are effectively coordinated and overseeing progression of repairs for the organisation. You'll have strong problem solving skills combined with a customer focussed mindset, so ensure that our residents need to only ask once, and if things go wrong, that we fix failure fast.

This is an important role in improving our resident experience and achieving the best outcomes possible. You will be responsible for providing support to local teams in ensuring that repairs are carried out in time, to a high standard, and with great customer satisfaction.

## How you'll make a difference

- Ensuring our contractors and inspectors are providing a consistently high-quality service that delivers against the six customer priorities in the customer strategy.
- A trusted and reliable NHG presence, making sure all visits and inspections are completed on time.
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback
- Recommend, oversee and develop a best in class repair delivery service that meets our targets and delivers continuous improvement.

## How you'll do it

### Operational

- Provide effective support functions in the delivery of day to day, responsive repairs for the operational businesses.
- Own and administer all marketplace activity associated with quote review, acceptance and oversight.

- Oversee and progress all repairs within the Workwise system to ensure that repairs are not stuck and that proactive steps are taken to complete repairs as quickly as possible and to a high standard.
- Provide updates, estimated attendance and completion times, and address customer enquiries and concerns, ensuring all updates and interactions are recording on the systems.
- Review contractor requests for variances and challenge as appropriate to ensure VFM, and a positive repair journey for our residents.
- Ensure that completed works are accurately reviewed and assessed against the initial specification of works before being progressed for payment.
- Assist in the processing of invoices for payment through Workwise and, or Plentific
- Follow up with residents to ensure satisfaction with completed repairs and positive outcomes.
- Interact with customers and colleagues to understand their repair needs and expectations and embed this into the service you deliver.
- Provide a review and rating for all completed jobs and escalate concerns with contractor performance to managers and contract teams.
- Provide your manager and team important and timely business information on region specific repair data.
- Work with colleagues in the relevant regional teams to ensure all stakeholders are kept informed of works being carried out.
- Provide relevant telephone support as needed, liaising with colleagues, contractors and third party providers as appropriate.
- Support the regional teams to manage a reliable, trusted and responsible repairs service.



- Support the team with regular cost and quality audits for all aspects of repair works, and raise purchase orders as required.
- Feedback to managers on any issues identified as part of monitoring of repair related tasks and flag any issues for escalation as part of performance monitoring.
- Assist managers with exporting necessary repairs reporting information from internal systems to present a comprehensive overview of team performance
- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others

### Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future
- Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll

behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at staff level.

### Essential knowledge, experience and skills

*Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.*

### Essential

- Experience of developing and running administrative systems and processes
- Highly organised and experience of managing conflicting priorities in a busy office environment
- Experience in working in a customer service environment
- Experience of providing performance monitoring and commentary against business targets
- Experience working to meet key performance indicators
- Excellent communication and interpersonal skills
- Problem-solving and decision-making skills.
- Good understanding of the relevant legislation, statutory and regulatory requirements
- Customer focussed mindset
- Good spoken and written English
- Effective IT skills including basic/intermediate MS Office skills