Senior Repairs Officer

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What's it all about

As a Senior Repairs Officer you will be a crucial member of the Repairs Delivery team, responsible for overseeing and managing complex, multi trade repair tasks, focussing on higher value variations and intricate cases within responsive repairs. The role combines technical expertise with leadership skills to ensure efficient and effect maintenance of our homes and an improved resident experience.

It's an important role in ensuring we fix failure fast, improve the resident journey and achieve 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. You will collaborate with teams across NHG to enhance the safety of our homes, ensuring compliance with regulatory requirements.

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.
- Contributing towards the delivery of well cared for homes and places where residents feel safe and a sense of pride through influencing skills and 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 contribute towards the development of a best in class repair delivery service that meets our targets and delivers continuous improvement.
- Draw on prior experience and lessons learned to inform decisions and advice on challenging cases
- Ensure compliance through a comprehensive understanding and adherence to relevant statutory and regulatory requirements, including understanding of the Building Safety Act, Consumer Standards, financial regulations, and Health & Safety compliance within NHG's policies and procedures.

How you'll do it

Operational

- Direct and support Repair Officers in handling complex repair tasks, or cases escalated from the Repair Hub.
- Contribute towards the development and implementation of repair strategies for higher value variations and complex cases.
- Assess and process escalated variations in repair works orders, providing detailed analysis and adhering to financial regulations, collaborating with colleagues to ensure works completed efficiently and within budget.
- Serve as the go to technical expert, using your in depth knowledge of a broad span of repairs cases to provide practical guidance and support to the repair team in resolving complex issues.
- Implement quality control measures to ensure the highest standards of work in property maintenance. Work with all stakeholders and contractors to ensure all KPI's are met and processes adhered to. Lead on contractor performance review including recommendations for improvement.

- Monitor repair costs and work within the allocate property budgets, providing cost effective solutions without compromising quality. Scrutinises more complex supplier quotes to ensure value for money for NHG and residents.
- Supervise and mentor Repair Officers, providing guidance and training as needed.
- Provide effective senior support functions in the delivery of day to day, responsive repairs for the operational businesses.
- Own and administer all escalated 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.
- Interact with customers and colleagues to understand their repair needs and expectations and embed this into the service you deliver. Follow up with customers to ensure satisfaction with completed repairs.
- Provide your manager and team with 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.
- Support the regional teams to manage a reliable, trusted and responsible repairs service. Dividing work and assessing needs for the team to manage variable workload, ensuring work is completed in a timely manner and avoiding staff burnout.
- 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 trends or issues identified as part of monitoring of repair related tasks. Fag any risks or issues for escalation as part of performance monitoring and recommend proactive interventions.
- Committed to continued professional development to maintain and enhance competence
- Offer coaching and mentoring to Repairs Officers. Serve as their first point of escalation for Officers, support with coordination of team resources, and role modelling professional behaviours.
- Deputise for team manager with meetings, performance management, and working groups.

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.
- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

All about you

Our values

We succeed together
By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

We keep our word
We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

We do better every day
We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

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.

- Experience of developing and running administrative systems and processes
- Highly organised and experience of managing conflicting priorities in a busy office 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
- Ability to present to stakeholders and chair meetings confidently
- Experience of budget monitoring and financial scrutiny