

# Repairs Officer



Working better together  
for our residents

## > Operations > Repairs

### What's it all about

As a Repairs Officer you will be a key member of the Repairs directorate, 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 focused mindset, to ensure that our residents need to only ask once, and if things go wrong, that we fix failure fast. Collaborating with teams across NHG to enhance the safety of our homes, you will help to ensure compliance with regulatory requirements.

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.
- Facilitating the delivery of 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 contribute towards the development of a best-in-class repair service that meets our targets and delivers continuous improvement.
- Ensure compliance through a comprehensive understanding of adherence to relevant statutory and

regulatory requirements, including understanding of the Awaab's Law, Consumer Standards, financial regulations, and Health & Safety compliance within NHG's policies and procedures.

### How you'll do it

#### Operational

- Use first line diagnostic abilities and thorough understanding of NHG repairs processes to provide effective support functions in responsive repairs for the operational businesses
- Recognise work that falls outside of NHG's responsibilities and cases that would be categorised as complex, as well as what and when to escalate to senior staff
- Oversee and progress all repairs within internal systems to ensure that repairs progress effectively and that proactive steps are taken to complete repairs as quickly as possible and to a high standard.
- Address customer enquiries and concerns, ensuring all updates and interactions are recording on the systems.
- Own and administer all marketplace activity associated with quote review, acceptance and oversight.
- Ensure that completed works are accurately reviewed against the specification of works before being progressed for payment. Work with all stakeholders and contractors to ensure all KPI's are met, managing competency in line with Building Safety legislation
- Assist in the processing of invoices for payment through in-house systems by checking invoices are correct and ensuring work is complete before payment
- Review contractor requests for variances and challenge as appropriate to ensure value for money, and a positive repair journey for our

residents.

- Support the team with regular cost and quality audits for all aspects of repair works
- Interact with customers and colleagues to understand their repair needs and expectations and embed this into the service you deliver. Follow up with residents to ensure satisfaction with completed repairs.
- Provide a review and rating for all completed jobs. 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 your manager and team by providing d timely business information on region specific repair data and with exporting necessary repairs reporting information as an overview of team performance
- Support the regional teams to manage a reliable, trusted and responsible repairs service. Working 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.
- Keep residents and other stakeholders up to date with regular communication, tailored based on the complexity of the case and the technical knowledge of the audience.
- Hybrid arrangements will be considered after successful completion of probation and contingent on performance

### 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, Homes 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 focused outcomes

## 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

#### 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 focused mindset
- Good spoken and written English
- Effective IT skills including basic/intermediate MS Office skills

#### Desirable

- Previous experience in managing responsive repairs