

**PARAGON HOUSING ASSOCIATION
JOB DESCRIPTION**

JOB TITLE	SECTION
REPAIRS OFFICER	HOUSING MANAGEMENT
GRADE	RESPONSIBLE TO
7 EVH PA 22 -25	HOUSING MANAGER
STAFF RESPONSIBLE FOR	POST CONTROL NUMBER
CSA	

Section 1: Main Objectives of Post & Key Conditions of Service

To deliver an effective customer focussed repairs service, through ensuring the delivery of good quality services, value for money and health and safety compliance.

The candidate must have experience in

- Working in a repairs environment, ideally in a reactive repair setting in social housing
- Organising/ supervising an operational repairs service
- Delivery of a customer focussed repairs service
- Working with the public in a frontline capacity
- Use of IT housing systems and performance reporting
- Measuring, monitoring and achieving Key Performance Indicators
- Working co-operatively with other partners involved in service delivery

Section 2: Accountability /Responsibility

- Report to the Housing Manager
- Supervise other staff involved in delivering the repairs service

Section 3: Values & Behaviours

- To put customers at the heart of the service
- To promote equality and embrace diversity
- To work in a co-operative and professional manner
- To undertake personal & professional development activities such as attending training and conferences
- To actively take part in organisational development activities to ensure that the organisation is constantly improving and delivering a good value for money service
- To positively represent the values of the organisation internally and externally

<ul style="list-style-type: none">• To support colleagues across the organisation to deliver organisational objectives
Section 4: Principal Duties This is not a definitive list and may be subject to change in line with business requirements.
Performance Management <ul style="list-style-type: none">• To understand and develop key performance management targets• To direct the team and resources towards achieving targets including budgetary targets• To collect and interpret data and produce performance management reports• Make recommendations for performance improvements• Implement key service changes to meet
Team Role & Development <ul style="list-style-type: none">• To lead on the operational delivery of the repairs service• To undertake personal and professional development activities• To support and develop team members to provide an effective service
Service Delivery <ul style="list-style-type: none">• Effective Implementation of housing management policies and procedures• Ensuring a proactive approach with repair contractors on getting jobs “right first time”• Review of post inspection of works to ensure satisfactory quality• Close liaison with contractors on works programming/scheduling including ensuring follow up work is completed timeously and satisfactorily• Ensuring relevant health and safety compliance• Working with tenants, owners, contractors and other Association staff on improving communications across all aspects of repairs• Managing tenant complaints regarding repairs including carrying out investigations and making responses to complaints• Performance Monitoring against key performance indicators and ensuring follow up action in relation to performance failures• Making regular reports to Management Team on the effectiveness of the repair service and on Key Performance Indicators• Preparing information for procurement of any new repair contract on expiry of the existing
Strategy & Policy <ul style="list-style-type: none">• Lead on strategy and policy reviews as required• Make recommendations for improvements to policies, procedures and practices

Resident Liaison/ Participation / Partnership Working

- To support resident liaison and participation activities
- To support partnership working activities

Section 5: Professional Standards

- To be familiar with policies and procedures in relation to duties
- To deliver competent performance of duties with minimal supervision
- To be familiar with the relevant health & safety regulations and ensure training is kept up to date

Section 6: Other

- To attend meetings out of hours as required
- To deal with out of hours emergencies as required
- To carry out any other reasonable duties as required by the Association