

8 PS Repairs Officer June 2026

Paragon Housing Association Limited

Person Specification

Job Title:	Grade:
Repairs Officer	EVH Grade 7
Skills & Abilities:	Requirement
Able to work in fast paced, busy environment and deal with competing demands	Essential
Confident manner in dealing with people including handling enquiries and complaints	Essential
Experience in delivering high quality customer service	Essential
Able to analyse technically complex repairs reports and contribute to providing solutions	Essential
Able to monitor and report on quality of jobbing repair works	Essential
Able to negotiate effectively with contractors to ensure works are carried out on time and to a high standard	Essential
Ability to collect, record and interpret data to produce reports including on Key Performance Indicator (KPI) data	Essential
Ability to meet deadlines	Essential
Able to work on own initiative and work effectively	Essential
Flexibility of approach to duties and workload	Essential
Good communication skills by a variety of methods eg telephone, face to face, email etc	Essential
Proven numeracy skills	Essential
Awareness of issues around equalities and can demonstrate ability to comply with the required legislation / policy	Essential
Awareness of issues around confidentiality and can demonstrate ability to comply with the required legislation / policy	Essential

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Experience:	
Experience in working in trades/ supervisory role in a construction or repairs environment	Essential
Knowledge of the application of a schedule of rates	Essential
Experience in working with a housing management functional IT system or other data base system eg customer contact system, repairs system	Essential
Experienced and confident in working with Microsoft Office Word/Excel /Outlook and video conferencing eg Zoom, Teams	Essential
Experience in working to policy & procedures	Essential
Experience of working in a reactive repairs setting in social housing	Desirable
Experience in working with Aareon QL Housing Management system	Desirable
Knowledge:	
Working knowledge of relevant Building Standards and Health and Safety standards as they apply to property management	Essential
Knowledge of tenancy legislation	Desirable
Knowledge of factoring legislation	Desirable
Familiar with IOS software operation for I pad/ I phone and mobile working technology	Desirable
Training & Qualifications:	
Relevant further educational or professional/ trade qualification	Desirable
Have had some training / experience in use Microsoft Office products	Desirable
Other:	
Driving licence	Essential

Please note that the Person Specification is used to shortlist candidates therefore it is important that you address all the requirements in your application form