

## **JOB DESCRIPTION**

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<b>Job Title:</b>	Repairs and Maintenance Co-ordinator
<b>Grade/Salary:</b>	£25,000--£30,000 (based on 36 hours per week)
<b>Reports To:</b>	TMO Estate Manager
<b>Pension:</b>	5% Employers contribution
<b>Key relationships:</b>	Staff team, D'Eynsford TMO Management Board, and appropriate sub-committee, Local Authority, Voluntary/Community agencies, Tenants and Service Users, Contractors/Consultants.

### **MAIN PURPOSE OF JOB**

To contribute to the overall performance of the organisation by providing an effective repairs and maintenance service ensuring compliance with H&S with the specification for housing management, D'Eynsford TMOs performance standards, Council policy and statutory requirements.

### **WORKING HOURS**

- Basic working hours will total a minimum of 36 per week.
- Normal core working hours are 09:00 to 17:00 (Monday to Friday)
- You may be required to attend meetings outside normal working hours wherever this is necessary for the effective performance of the job.

### **KEY ACCOUNTABILITIES**

1. Inspecting repairs requests and making a decision on the appropriate remedy.
2. Managing and recording repairs identified in residential, communal and office areas and remedying these directly or through contractors, to agreed standards, costs and timescales.
3. Managing any repairs in the communal areas or other issues (unauthorised vehicles, fly tipping etc.) and temporarily securing any damaged communal area which represent a hazard and alerting residents, staff and visitors to any hazards as appropriate.
4. Managing third parties carrying out maintenance work on the estate as necessary.
5. Ensuring that repairs requests and maintenance work is properly inspected by surveyors where appropriate and ensuring that all work undertaken by contractors is monitored.
6. Managing all aspects of works necessary to void properties within agreed timescales and ensuring that all repair work is identified and remedied, and that voids are cleared and cleansed.
7. Ensuring that all gas and electricity supplies, are checked and that asbestos checks are carried out, and safety certificates and energy performance certificates issued.
8. Ensuring the security of the communal areas, including checking of lighting etc., and alerting colleagues to security problems in respect of the estate.
9. Managing the estate inspections and site meetings, provide reports and update on progress on a regular basis and as requested by the Estate Manager.
10. Maintaining repairs/maintenance stores, plant and equipment, and ensuring their security and inventory are maintained.
11. Managing the procurements of contractors in compliance with the Councils and to raise works order using a schedule of rates (SOR) with contractors for repairs.
12. Manage relationship with the Councils on all matters relating to Repairs and Maintenance.

13. Ensure that iWorld (IT System) and any other IT system is managed effectively and that all repairs are raised in real-time and closed as necessary.
14. Ensure that customer satisfaction forms and surveys are completed and recorded. Use data to report to the board and improve service delivery on the Estate.
15. With colleagues, ensuring that a reception service is provided for residents and members of the public, and managing first stage complaints.
16. In consultation with colleagues, providing emergency call out cover where there is a requirement to raise a works repair or deal with a maintenance problem that arises outside of normal working hours.
17. Managing the planned maintenance schedule for the Estate and actively seek solutions and make proposals to the Management.
18. Actively promoting the organisation, encouraging residents to become members and seeking opportunities for residents to engage in the activities of the organisation, to ensure that the service meets their needs as far as possible, and help to maintain high levels of customer satisfaction.
19. Responding to problems of service delivery and issues of customer dissatisfaction, which are within the scope of your responsibility and make suggestions for improving the service.
20. Providing accurate and timely updates and reports as required for individual and service performance management and for reporting to the Board or reporting to the Council as required.
21. Ensuring that all responsibilities are carried out in line with D'Eynsford TMOs policies and procedures, the specification for housing, and statutory requirements, which includes, though is not restricted, to equality and diversity, health and safety, the Data Protection Act and the Freedom of Information Act.
22. Following consultation, undertaking any other duties commensurate with the role that may be necessary to meet the needs of the service.
23. To assist in preparing of tender and contract documentation.

**PERSON SPECIFICATION**

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<b>Qualification, Knowledge and Experience</b>	<b>Application form</b>	<b>Interview</b>
▪ Experience of working in an office based environment using IT	X	
▪ Experience of contract management and procurement	X	X
▪ Experience of working with the public.	X	X
▪ Knowledge of basic health and safety relating to the maintenance and repairs.	X	X
<b>Skills</b>	<b>Application form</b>	<b>Interview</b>
▪ Good written communication skills with the ability to keep accurate records.	X	X
▪ Excellent customer service/care skills.	X	X
▪ Effective time management with the ability to plan, prioritise and manage own work to ensure agreed targets and deadlines are met.	X	X
▪ Ability to work effectively using own initiative, or as part of a team.		X
▪ Good interpersonal skills with the ability to communicate effectively and confidently with a range of stakeholders.	X	X
▪ Computer literacy skills.	X	
▪ Manual handling skills.	X	
<b>Personal Qualities</b>	<b>Application form</b>	<b>Interview</b>
▪ Embraces responsibility and capable of progressing and resolving issues effectively.	X	X
▪ Enthusiastic, flexible and reliable, with the ability to respond to emergencies.	X	X
▪ Able to cope with the physical demands of the role.		X
▪ An understanding and valuing of equality and diversity.	X	X

## COMPETENCY GUIDE

Competence	Description	Key Attributes
<b>Customer First</b>	All employees must demonstrate a full understanding of customers' needs and expectations to enable the effective delivery and development of quality products and services which meet customer expectations.	<ul style="list-style-type: none"> <li>• Acts as a role model in personal approach to customer focus.</li> <li>• Takes times to establish underlying needs of customer beyond those initially expressed.</li> <li>• Implements systems to record customer feedback and communicate ideas and information.</li> <li>• Create an environment where team/s are empowered to put customers first.</li> </ul>
<b>Innovation and Change</b>	<p>It is necessary to adapt and respond to different changing demands in work now and in the future.</p> <p>Flexibility in interpreting rules, procedures and policy is required to deliver focused services tailored to local needs.</p> <p>The ability of individuals to adapt to changing circumstances is crucial in delivering a high performing products and services.</p>	<ul style="list-style-type: none"> <li>• Inspires others by championing changes to achieve common goals.</li> <li>• Proactive in identifying barriers to change and seeking ways to overcome them.</li> <li>• Fosters a learning culture, committed to continuous improvement and development.</li> <li>• Makes complex ideas, issues and situations clear and understandable.</li> </ul>
<b>Analysis and Decision Making</b>	<p>This behaviour is important to deliver products and services that are creative, innovative and appropriate. Internally it is making changes that increase efficiency of our work.</p> <p>Externally it is about raising the profile and improving the efficiency of our organisation.</p>	<ul style="list-style-type: none"> <li>• Plans ahead and is able to spot opportunities in the future to develop new approaches to meet organisational needs.</li> <li>• Is service orientated without sacrificing commerciality.</li> <li>• Sets aside thinking time to come up with more creative ways of doing things.</li> <li>• Asks colleagues to identify key factors that hinder performance and use these to plan improvements.</li> </ul>
<b>Team Working and Leadership</b>	We need more than just organisational leaders to be the figure head of a company but also individuals across the organisation demonstrating positive leadership and team working qualities, motivating and supporting others to	<ul style="list-style-type: none"> <li>• Gives timely and specific feedback on what had been done well and where there is room for improvement.</li> <li>• Encourages and seeks out feedback and makes positive improvements</li> </ul>

	achieve organisational, team and personal objectives.	<p>regardless of how the feedback was given.</p> <ul style="list-style-type: none"> <li>• Is aware of own leadership style and adapts to get the best out of others.</li> <li>• Works to develop one team culture across the organisation.</li> </ul>
<b>Drive for results/business excellence</b>	Making sure individuals and the organisation achieve what they are supposed to. Realising own potential and managing self to become a highly recognised contributor to the organisational success.	<ul style="list-style-type: none"> <li>• Takes responsibility for making decisive decisions to move things forward.</li> <li>• Champions the development of improved ways of working.</li> <li>• Identifies areas of the business where improvements will bring the most significant gains.</li> <li>• Demonstrates integrity, fairness and consistency in decision making is demanding of self and others in pursuit of outstanding customer service.</li> </ul>
<b>Integrity, Commitment and Equality</b>	Company loyalty and integrity are vital in ensuring that employees can be confident that the organisation is operating in a positive and ethical way. The quality of relationships we develop at work affect all aspects of the way we perform in our roles.	<ul style="list-style-type: none"> <li>• Takes ownership for delivering strategy</li> <li>• Understands and actively promotes the organisations standards and ethics to colleagues and to others outside the organisation</li> <li>• Has an understanding of commercial issues and risk management and consistently demonstrates behaviour to reinforce this</li> <li>• Instils and embeds Company loyalty and commitment throughout team.</li> </ul>
<b>Communicating and Influencing</b>	Effective communication and influencing skills are the key to creating and maintaining sustainable relationships at all levels, both internally and externally. This will lead to a high quality and accessible service.	<ul style="list-style-type: none"> <li>• Communicates complex information to others effectively.</li> <li>• Acts as a role model in personal approach as a clear and persuasive communicator.</li> <li>• Creates an environment where team/s are encouraged and developed to enable them to communicate effectively.</li> <li>• Gives the right information at the right time taking into account individual needs.</li> </ul>