

Job Description

Post title	Repairs & Maintenance Liaison Officer	Grade	E
Department	Operations – Housing Operations	Post ref	AHA7020

Overall job purpose

To act as a central point of contact for customer service and operational support within the Housing Repairs and Maintenance sections. This role is responsible for managing customer feedback, coordinating repair enquiries, ensuring regulatory compliance, supporting service improvement initiatives, and promoting high standards of customer satisfaction through effective communication, administration, and collaboration with internal teams and external stakeholders.

Reporting relationships

Reports to: Principal Officer – Operational Support

Responsible for: N/A

Key tasks and responsibilities – post specific

Ensure that all customer feedback—including comments, compliments, and complaints - is handled promptly and in accordance with regulatory requirements, while maintaining a high standard of customer service throughout the resolution of housing repair matters.

Initiate and deal with telephone enquiries regarding repairs from Tenants, the Public, Elected Members, Contractors, Police etc. and diagnose and prioritise repairs from the information received.

Write letters and memoranda specifically in the resolution of complaints and customer satisfaction.

Work collaboratively with relevant teams to ensure compliance with Awaab's Law, promoting timely identification and resolution of damp and mould issues. Support the implementation of procedures and practices that uphold legal requirements and safeguard resident health and wellbeing.

Attend formal meetings, inclusive of Tenants and Residents meetings, and to present detailed information in relation to customer service / satisfaction related matters associated with the Housing Repairs and Maintenance Sections.

Monitor, update and extract data from computerised systems on the performance of the Section and to produce performance information as required.

Compose and deliver presentations based on complaint data to trade teams, highlighting trends, root causes, and areas for improvement. Use data-driven insights to support service enhancements and promote a culture of continuous improvement across operational teams.

Resolve all relevant service complaints taking the necessary action to ensure a high standard of customer service / satisfaction is achieved and maintained.

Continually assist in the development and implementation of quality control systems to ensure an efficient customer care focused service is achieved and maintained.

Diagnose and prioritise repairs from information received and assist in the scheduling of work making appointments for repairs to be completed. Prepare information for re-charging repairs which are not the responsibility of the Council.

Assist in the end of year accounts and stocktaking processes.

Provide general administrative support and to assist on the Repairs Call Handling Centre as necessary. Design and format documents including presentations, proforma and general publications

Investigate and gather information relating to requests for compensation in relation to both Public and Employers liability and ex-gratia payments and claims. To work in accordance with the Council's insurance handling procedures.
Ensure that quality surveys are in place and to respond to issues relating to performance to ensure that a high standard of customer service is maintained.
Liaise with leaseholders to respond to queries relating to service charge statements. Act as a point of contact for repair and maintenance enquiries, ensuring clear communication on the status of works, expected timeframes, and responsibilities. Maintain accurate records of all correspondence and coordinate with internal teams and contractors to resolve issues promptly and professionally.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values and codes of behaviour.
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.
Demonstrate a commitment to the delivery of excellent service for all customers and service users.
Work effectively with all departments of the Council to ensure the delivery of quality services.

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<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	