 **Role Profile**

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| **Job Title**  | Housing Repairs Planner |
| **Team** | Residential Services | **Grade** | 4 |
| **Reports to** | Repairs Support Team Leader |
| **Date** | April 2025 |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| To respond to enquiries to our Reactive Repairs service from customers, both internal and external, through a variety of service delivery channels. Resolving enquires at first point of contact where possible and ensuring the highest standard of customer care are provided. Day-to-day planning of the DLO’s (and subcontractors) to ensure all jobs are adequately allocated, attended, follow on works raised, jobs re-booked or closed as necessary daily. Ensuring all appointments booked are met on time with correct allocation, operative and materials required, and subsequent jobs booked with residents always updated to ensure a positive customer experience. |

**Key areas of focus:**

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| 1. | To provide an effective and reliable customer service experience, to act as the point of contact for enquiries received via multiple service channels, including telephone, email, face to face, web and social media and ensuring services are delivered to high standards, achieving value for money and high levels of customer satisfaction.  |
| 2. | To deal with enquires within the agreed service levels, as far as possible, by ensuring that the relevant response and action is taken within reasonable timescales. To liaise with our contractors and sub-contractors and relaying information to our customers as appropriate. |
| 3. | To record and share information within council systems. Ensure that components are update. |
| 4. | To achieve agreed performance objectives and meet Key Performance Indicators. |
| 5. | To be able to identify new build properties and refer defects back to the agents as necessary. |
| 6. | To issue work orders, authorise works and variations, within the authorisation levels assigned to this role and in accordance with the Council’s Financial Regulations. |
| 7. | To plan and schedule work for the Reactive Repairs Direct Labour Officers. Ensuring all emergencies are appointed and allocated promptly. Daily tracking of jobs and PDA usage (ops accepting, closing jobs, adding notes and follow on work). Reviewing diaries to ensure appointments are met and closed off with follow on work at close of play.  |
| 8. | To actively contribute to all team meetings and demonstrate excellent team working skills, to ensure reliable and consistent services are provided for all our customers. |
| 9. | To provide effective and efficient support to meet the service needs, working flexibly to ensure staff continuity. Support colleagues to ensure the team has capacity to manage all work streams throughout the year. |
| 10. | To Keep up to date (self) with legislation and best practice in relation to all aspects of responsive repairs delivery. Embrace and utilise all forms of information technology and innovations to ensure service delivery. |
| 11. | To carry out any other duties appropriate to the grading of this post as required by any member of the Residential Services management team. |
| 12. | To communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels. |
| 13. | To maintain effective management systems and be responsible for complying with all the Council’s policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding. |
| 14. | To ensure that all works completed are in accordance with Arun District Council’s standing orders, financial regulations, legal requirements and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.  |
| 15. | To positively represent and promote Arun District Council. |
| 16. | To develop effective working relationships with internal and external customers, colleagues and agencies to ensure the highest standards of service are achieved. |
| 17. | To maintain comprehensive, accurate, and timely records of all contacts and actions fully utilising all IT systems operated by the Council |
| 18. | Any other duties that are appropriate with this post. |

**Additional information**

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| 1. | Not responsible for staff. |
| 2. | Not responsible for budgets. |
| 3. | Service delivery: The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to access if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications**  |
| GCSE/O-Level/City and Guilds Qualifications or relevant training/experience | x |  |
| Repairs or Housing related qualification |  | x |
| **Experience** |
| Ability to use a range of IT software including Microsoft Word, Excel and Outlook, and be IT self sufficient | x |  |
| Working within a housing repairs environment |  | x |
| Demonstrable high level of customer service | x |  |
| Dealing directly with repairs and maintenance contractors | x |  |
| **Knowledge** |
| Knowledge of building repairs | x |  |
| Knowledge of Housing/Repairs IT systems |  | x |
| **Behaviours** |
| **Supportive:** Champions a supportive work environment by offering help/validation/guidance to someone who needs it. | x |  |
| **Inclusivity:** Recognises and respects the diverse needs and challenges of others, advocating inclusivity to create a culture that values diversity. | x |  |
| **Adaptability:** Responds to challenges and change with an open mind, shifting priorities and re-focusing. | x |  |
| **Integrity:** Seeks to uphold shared values, acting ethically, honestly, fairly and with transparency. | x |  |
| **Competencies** |
| **Communication:** Able to communicate clearly, appropriately and respectfully with colleagues and customers | x |  |
| **Industry knowledge:** Keen to keep abreast of knowledge and best practice specific to the role/area. | x |  |
| **Collaborative working:** Working together to achieve a shared goal. Builds effective relationships with internal and external customers. | x |  |
| **Customer focus:** Takes pride in and is committed to delivering high quality services. Identifies and clarifies individual needs | x |  |
| **Decision making:** Able to make fair and logical decisions using policies/procedures and available evidence, and be clear in the rationale | x |  |
| **Emotional intelligence:** Works to develop self-awareness, empathy, and an understanding of stress management and others’ emotions, to help build rapport, support collaboration and diffuse difficult situations | x |  |
| **Health and Safety**  |
|  | Yes | No |
| Does this role require a Basic DBS check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). | x |  |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work?   |  | x |
| Does this role require a driver’s license and access to a vehicle? |  | x |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |