**Job Description**

**Job Title:** **Housing Repairs Officer**

Pay Grade: W4

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Repairs Manager

Budgetary Responsibilities:

* Staff - £0
* Other Direct - £0
* Other Indirect – N/A

Total £0

**Main Tasks:**

As part of the Housing Assets Team, provide strong technical administrative and operational support in accordance with operational duties associated predominantly within the Repairs team and support other areas within the department when required.

The post holder will be responsible to deliver a high-quality, customer-focused housing repairs service by managing day-to-day repair enquiries, supporting the administration of the repairs contract, and handling complaints and enquiries from councillors, MPs, and residents. The role also supports the Repairs Manager in ensuring the effective delivery of responsive repairs and continuous service improvement.

**Key Responsibilities:**

* Act as a key point of contact for all day-to-day repair enquiries, raising and monitoring repair orders with the contractor.
* Manage multiple inboxes related to new repair requests, follow-ups, and enquiries from councillors, MPs, and customers.
* Handle incoming phone calls relating to responsive repairs, providing excellent customer service to internal and external stakeholders.
* Assist with all repair complaints, Councillor and MP enquiries, managing the end-to-end investigation and administration of all cases through to resolution and closure.
* Support the Repairs Manager in the administration of the Repairs Contract, including coordination of sub-contractor meetings, weekly and monthly KPI reports, and contract documentation.
* Respond to and authorise reactive repairs queries, ensuring timely and appropriate action is taken.
* Provide cover for the Repairs Manager during periods of absence, maintaining continuity of service.
* Set up, produce, and distribute minutes for disrepair, repairs and complaints meetings with the day-to-day reactive repair contractor.
* Collate and analyse data from the contractor’s weekly KPI meeting to support performance monitoring and provide accurate updates to the Repairs Manager.
* Engage in regular service audits, escalating issues and sharing good practice to support continuous improvement across the service.
* **Demonstrate a clear understanding of damp and mould issues, including their causes, health impacts, and appropriate remedial actions.**
* **Ensure compliance with Awaab’s Law by responding to damp, mould, and emergency hazards within the legally required timeframes (e.g. emergency hazards within 24 hours, significant damp and mould hazards within 10 working days).**
* **Maintain accurate records of investigations, communications, and remedial actions to support legal compliance and protect tenant wellbeing.**
* **Work proactively to identify and escalate cases that may pose a significant risk of harm, ensuring vulnerable tenants are prioritised and safeguarded.**
* Undertake any other reasonable duties as required by the Repairs Manager or Head of Housing Assets.
* Ensure all work is carried out in accordance with Woking Borough Council’s policies and procedures

**Person Specification**

**Key:**

E = Essential, D = Desirable,
A = Application Form, I = Interview, P = Presentation

Please list as required.

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| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * Good standard of education in relation to Maths and English
* Good knowledge of Housing Legislation
* Complaints handling training and experience
* Good knowledge of Excel and MS Office products
* Relevant qualifications in housing or property management.
* Experience in a local authority or social housing setting.
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| **Experience** | * Experience of working within the social housing sector.
* Awareness of current related repairs legislation.
* Working knowledge of different repairs data bases.
* Extensive experience of Microsoft Excel.
* Experience of using various housing IT systems including One Housing.
* Proven experience of creating, using and maintaining multiple databases, spread sheets and sorting large quantities of data.
* Strong understanding of housing repairs processes, disrepair legislation, and customer service standards.
* Experience in managing complaints and elected member enquiries.
* Excellent communication, organisational, and problem-solving skills.
* Ability to work independently, manage competing priorities, and meet deadlines.
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| **Special Requirements** | * Excellent organisational, skills.
* Uses own initiative, determined, able to follow things through to the end and resilient.
* Effective interpersonal skills and the ability to communicate clearly, orally and in writing, both internally and externally.
* Ability to accurately input and analyse large amount of data.
* Ability to follow procedures, plan and prioritise.
* Meticulous and pays attention to detail.
* Ability to deliver key objectives.
* Effective decision maker.
* Excellent team player.
* Commitment to excellent customer service and involvement.
* Empathy for customers
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**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | No |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | No |
| **Does this role have emergency responsibilities?** | No  |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **2** |
| Delivering for our Customers | **3** |
| Making Change Happen | **2** |
| Team and Partnership Working | **2** |
| Communicating Openly | **2** |
| Performance Management | **2** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).