

Repairs Advisor

What will you do at CDS and how does that link to our purpose?

You will be passionate about working as a team to deliver a repairs service that consistently impresses our customers, building our reputation for reliability and getting things done quickly and effectively. Your excellent communication will result in well-informed contractors and customers. In a fast-paced and demanding service environment, you will remain calm, helpful and productive.

You will be known for keeping your promises and learning quickly when things go wrong. With an obsession for safety, you will take quick and proper action to mitigate health and safety risks and escalate issues that require more attention. Your strong organisational skills will enable you to follow issues through to their final resolution, discovering how to please our customers and ensure they have a say in the things that matter to them, whilst ensuring value for money and a consistent service.

In addition to being responsible for responsive repairs, you will drive quick turnover of standard void properties, ensuring our lettable standard is met and properties are safe. You will also be asked to periodically take rent payments for customers and respond to a variety of queries that come through our main phone number, the post or our generic company inbox. You will help to cover for teammates on leave in order to ensure a seamless customer service experience for our customers.

What are our expectations of you?

- Always put the safety of people first, ensuring safety repairs are actioned promptly and required property compliance tests are always completed on time and recorded properly
- Ensure our contractors, suppliers, customers and clients are happy, well informed and would recommend CDS to others
- Know the progress and status of all outstanding repairs and drive speed and performance
- Enable customers get prompt and helpful responses to their queries
- Use our systems to their fullest to record all activity and drive your work priorities
- Be comfortable executing basic functions in Microsoft Excel, Outlook and Word and be capable of learning a new IT system quickly and using it properly
- Meet our service standards for response times and follow our house rules consistently
- Write professional, courteous and grammatically correct correspondence for internal and external audiences

We will look to you to ...

- Have high standards for our service and the way in which it is delivered
- Understand our contractual obligations including contracts with our clients
- Communicate clearly and with confidence, delivering messages in a respectful manner
- Treat our teams, customers and contractors with dignity, respect and kindness
- Be aware of our diverse customer base and adapt your approach accordingly
- Build our reputation for reliability, fairness and integrity in every aspect of your work
- Work as one team to deliver our objectives
- Take pride in your work and demonstrate ownership and responsibility
- Solve problems effectively using your own initiative
- Act as a positive role model, delivering on our values and helping CDS fulfil its vision
- Build positive and effective relationships with our contractors and other suppliers
- Be mindful of the repairs budget and use it wisely in relation to our purpose and values
- Anticipate what the team needs in order to exceed expectations and proactively act on it

You will definitely bring ...

- A passion to deliver exceptional customer services
- A problem-solving ability and mindset
- Basic knowledge and confidence about health and safety
- A willingness to learn new skills and duties and to step in wherever the team needs help
- The ability to prioritise work when dealing with competing demands
- Pace, energy and enthusiasm
- Great organisational skills, demonstrating you can prioritise your own workload
- The ability to take ownership of your work and demonstrate you follow through on issues
- Excellent communication skills – verbally and in writing
- Good numeracy
- Confidence with and demonstrable competence working with various IT systems
- An attention to detail and the care and ability to closely follow written processes

You will be a star performer in this role if you ...

- Are personally passionate and enthusiastic about giving a great customer service
- Love making things work and improving them all the time
- Are a natural problem solver – delighting in having a new problem to solve
- Are excited by fixing things at source, not just fire-fighting
- Are numerate and data savvy, using our systems to aid in achieving the team’s purpose
- Are a great listener and observer and tend to deal in facts, not assumptions
- Feel confident to change priorities when that is what the service needs to thrive
- Have an unquenchable curiosity, always gathering all the information before taking action

This probably isn’t your dream job if you ...

- Like a quiet life
- Need a lot of structure
- Prefer to do things your way instead of following detailed instructions
- Get frustrated by distractions
- Dislike complaints
- Avoid speaking directly to customers or answering the phone
- Are not good with data and IT
- Find it hard to be calm in a crisis
- Are quick to judge people
- Make assumptions rather than seeking out facts
- Tend to act on impulse or instinct rather than intention
- Prefer to complete one task before starting on another
- Would avoid giving messages that are unpopular, but correct

You will be responsible for....

This role has no management responsibilities

You will get support from....

The Repairs Manager

What we offer:

Salary: £31,415 per annum.
Plus the opportunity for bonus

Other Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, plus statutory bank holidays)
- Health cash plan (non-contributory)
- Employee perks system (Perkbox)
- Eligibility for an annual performance bonus