

Job Description

Job Title:	Repairs Administrator
Department :	Property Services
Reporting To:	Repairs Manager
Job Purpose	<p>The Repairs Administrator is a central role in delivering a responsive and high quality repairs service to our residents.</p> <p>This role is responsible for tracking all live repairs, coordinating feedback to our residents and key stakeholders, managing repairs and central office calls and coordination of satisfaction surveys and complaints in the department.</p> <p>The post holder will work collaboratively with colleagues and contractors to ensure the delivery of a customer focused, cost effective, high quality and value for money service.</p> <p>Key Responsibilities Include:</p> <ul style="list-style-type: none">• The management of PRHA's calls coming into central office• Triaging calls to departments• Tracking all emergency, urgent and routine repairs• Monitoring and managing servicing appointments• Undertaking satisfaction Surveys• Tracking complaints and feedback deadline• Budget & Invoice Processing & reporting• Delivery of first point of contact service

Key Responsibilities

The management of PRHA's Repair Orders.

1. To manage calls coming into the association. Including telephone calls, emails and direct contact.
2. To ensure each call is passed to the relevant department.
3. To track each repair on the work in progress list, keep residents informed of repair expected completion date, track programmes of works ensuring contractor compliance with specification and deadline.
4. To report weekly on all work in progress repairs with deadline completion dates.
5. To update stock condition survey database on all cyclical and major repairs carried out – including new kitchens/bathrooms in general needs properties etc
6. To report quarterly on performance against departmental KPIs in partnership with the Property Services Team

7. To co-ordinate and maintain a list of emergency call-out telephone numbers for contractors and services. To ensure systems in place to daily pick up out of hours call outs to identify outstanding works once made safe.
8. To liaise and take advice from PRHA's Insurance company when required.
9. To work in partnership with MAP – Maintenance Advisory Panel run by residents. Ensuring works raised are tracked and report back on completion.
10. To work in partnership with the Buildings coordinator to assist in the coordination of fire door inspections.

Quality & Excellence

11. To daily monitor the property services and Housing Team complaints list. Liaising with individual complaints managers and PRHA's Complaints officer to ensure acknowledgement letters are sent and the procedure is followed. To report weekly on Property Services and Housing Team complaints and status of complaints.
12. To undertake phone satisfaction surveys daily following set format and to collate results into a monthly report.
13. To represent the Property Services team in a professional manner to both internal and external groups and at meetings as requested.

Office Management

14. To manage the PRHA in box – throughout the day- triaging emails to different departments
15. To manage the photocopier in partnership with the IT manager and IT department
16. To stock take and place stationary orders in accordance with budget allocations
17. To manage stationary orders from the schemes, Placing orders where required
18. To manage stationary order budget
19. Provide systems to ensure that all visitors are dealt with first time/every time.
20. Ensure that the reception area and interview rooms are clean, tidy and free from hazards at all times and that safety equipment is working e.g. alarms.

Budget Management

21. Invoice logging, checking and monitoring management. Ensuring invoices are processed within Finance Procedural timescales.

Other

22. To deal with promptly and in a timely manner all environmental Health, fire notices or complaints from statutory authorities.

23. To assist the delivery of internal policies, procedures and agreements and look for ways in which to continuously improve the service to achieve value for money and increased resident satisfaction.
24. To follow PRHA Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties
25. Any other duties as required from time to time to ensure the provision of good quality, compliant services and on occasions may require working late or outside of usual working hours where time off in lieu will be available.

Person Specification: Repairs Administrator

Requirements	Essential	Desirable
Education & Qualifications	1) GCSE English & Maths	
Experience (2+ years)	2) Experience working in a property Services department and/or office environment (2+ years) 3) Experience of working with residents ensuring high customer care and feedback	Social Housing Working with vulnerable people
Knowledge	4) Knowledge of or ability to use on line repairs diagnostic tools.	
Skills and Abilities	5) High level organisational skills, ability to prioritise tasks and ensure completion of tasks to deadline. 6) Sound judgement in relation to property matters 7) Good interpersonal skills including: diplomacy, confidentiality and careful listening. 8) Ability to write clear and concise property reports recommending a course of action. 9) Microsoft office – in particular Outlook, excel, word to an intermediate level 10) Able to work independently whilst maintaining excellent communications with reporting base. 11) willing to work flexibly in order to meet deadlines 12) Creative, ability to deliver practical solutions and flexible to meet others needs. 13) Well organised, copes well under pressure, takes ownership, proactive, goal focused 14) Ability to set and manage budgets – to schedule works in accordance with financial parameters.	
Personal Qualities	15) Ability to demonstrate an understanding of, and commitment to, equal opportunities, health and Safety in all aspects of the Association's work.	