

PROVIDENCE ROW HOUSING ASSOCIATION

Job Description

Job Title:	Repairs Administrator
Department :	Property Services
Reporting To:	Repairs Manager
Direct Reports	None
Job Purpose Part one	<p>The Repairs Administrator is a central role in delivering property related services to our residents. This role is responsible for providing high quality, responsive maintenance management focus to the department.</p> <p>The Repairs Administrator is responsible for supporting the smooth running of PRHA's Repairs.</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 delivery of PRHA's repairs calls and reporting services.• Identification of minor works for PRHA's Maintenance Operative• Budget & Invoice Processing• Delivery of first point of contact service

Key Responsibilities: Repairs Administrator

The delivery of PRHA's repairs calls and reporting service.

1. To deliver the response service for all repair reports coming into the association. Including telephone calls, emails and direct contact.
2. To ensure each report is diagnosed (utilising on line diagnostic tools), triaged according to repairs reporting deadlines – emergency, Urgent and routine repairs. And that works are directed to PRHA's Repairs manager/Buildings Coordinator for further analysis and specification where necessary.
3. To identify repairs for PRHA's in house maintenance operatives & our repairs contractor for completion in liaison with the Repairs Manager and Buildings Coordinator.

4. To track each repair, keep residents informed of repair expected completion date, track programmes of works ensuring contractor compliance with specification and deadline.
5. To log all repairs onto PRHA's repairs reporting database.
6. To establish and maintain the daily emergency white board.
7. To report weekly on all work in progress repairs with deadline completion dates to the Repairs Manager and Buildings Coordinator.
8. To update stock condition survey database on all cyclical and major repairs carried out – including new kitchens/bathrooms in general needs properties etc.
9. To report quarterly on performance against departmental KPIs.
10. Assist Repairs Manager to monitor voids and assist Housing Coordinator with decant arrangements for emergency accommodation.
11. To co-ordinate and maintain a list of emergency call-out telephone numbers for contractors and services. To follow systems to daily pick up out of hours call outs to identify outstanding works once made safe.
12. To liaise and take advice from PRHA's Insurance company when required.

Allocation of Works

13. Utilising diagnostic tools and allocation procedures ensure all repairs and works are allocated to the maintenance operative, repairs manager or contractors. Ensuring each job is correctly specified in order to achieve first fix at first visit.
14. Liaise closely with the maintenance manager to track subsequent works specifications to contractors/in house operative within budget and deadline timescales.

Budget Management

15. Invoice logging, checking and monitoring management. Ensuring invoices are processed within Finance Procedural timescales.
16. Manage petty cash ensuring funds are topped up weekly

The Delivery of First Point of Contact Service

17. To deliver a professional and customer-focused reception service to all visitors and callers to PRHA which includes residents, contractors, consultants, government officials, board members; other agencies. Ensuring front desk is covered at all time and the highest customer service standards are delivered.
18. To ensure that all visitors are dealt with first time/every time.
19. 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.

Quality & Excellence

20. To promote cross team working and communication to create a service bespoke to the needs of all stakeholders

21. To effectively and efficiently handle complaints following PRHA's Complaints procedure.

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	Business Administration Level 2 and/or 3 qualified
Experience	2 Experience working in a property Services department (1-2 years) 3) experience of departmental budget management 4) Administration/Database experience 5) Ability to organise own work-load effectively, with sufficient flexibility to adapt to changing priorities and respond effectively to peaks of pressure.	Social Housing Working with vulnerable people
Knowledge	6) Knowledge of and ability to use on line repairs diagnostic tools.	
Skills and Abilities	7) Ability to use administrative systems and computerized information and to organize information so that it is accessible to others within the organisation. 8) High level of skill in a range of computer skills including Microsoft Word, Outlook, Excel, Publisher and PowerPoint. 9) Sound judgement in relation to property matters 10) Good interpersonal skills including: diplomacy, confidentiality and careful listening. (11) Ability to write clear and concise property reports recommending a course of action. 12) Able to work independently whilst maintaining excellent communications with reporting base. 13) willing to work flexibly in order to meet deadlines 14) Creative, ability to deliver practical solutions and flexible to meet others needs. 15) Well organised, copes well under pressure, takes ownership, proactive, goal focused 16) Ability to problem solve, investigate issues and produce reports on a range of subjects.	

	17) Ability to set and manage budgets – to schedule works in accordance with financial parameters.	
Personal Qualities	18) Ability to demonstrate an understanding of, and commitment to, equal opportunities, health and Safety in all aspects of the Association's work.	