

If you would like to apply please email vacancies@lbbd.gov.uk with your CV, the job vacancy you are interested in and how you heard about the vacancy.

Job Description

Job Title: Repairs Maintenance Service Business Officer	Service Area: Repair Maintenance Service	
Directorate:	Post Number: TBC	Evaluation Number: TBC
Grade: Scale 6	Date last updated: March 2020	

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To provide an excellent level of customer service whilst dealing with repairs and maintenance requests and enquiries.

To take requests for repairs from tenants and order repair work whilst maintaining the highest level of customer service.

To prioritise jobs by need into existing categories.

To allocate works order codes to be used to identify the right trades-person to attend to carry out the correct works in the chosen category timescale.

To manage day to day job allocation to relevant trades according to priority

To manage complaints and Members Enquiries

Job Context

- The post holder reports to the Business Coordinator/ Planned Contracts Manager
 - The post holder has no line management responsibility.
- The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Deal with customer enquiries in a professional manner, and ensure that the service offered is courteous, helpful and accessible, demonstrate imagination, initiative, resourcefulness and resilience in a demanding environment.
2. To raise, manage, plan organise allocate and co-ordinate and complete works orders allocated to the team and the contractors within in prescribed timescales and approved budgets
3. Manage complaints and liaise with the Corporate Complaints Team to ensure they are responded to within target deadlines
4. Place repair orders on the repairs computer systems and maintain/update systems with current information whenever it comes available. Being responsible for cost and budgetary expenditure to an agreed job limit. (£1000 currently.) Team collectively responsible for placing order worth in excess of £9.0m.
5. Work as part of a team dealing with and processing telephone calls relating to repairs requests and repair enquiries. Ensure customer calls are answered within defined standards of service to achieve a set of Key Performance Indicators.
6. To receive repair requests and enquires (by a variety of media) and to question the caller/resident to establish requirement to allow the repair to be carried out within set priorities and in the least possible number of visits. (Including specific procedures for emergency jobs.)
7. To ensure that all the correct policies and procedures are followed and to keep up to date with procedure, policy and legislative changes in order to provide current information to customers and help resolve problems.
8. To undertake outbound calls to meet the demands of the department.

9. Check the progression of outstanding repairs as appropriate, and satisfactorily resolve issues by means of making appropriate decisions in order to conclude any outstanding issue.
10. Liaise with Repairs Inspectors and other parties on technical issues providing accurate information showing knowledgeable understanding of Building terminology.
11. Undertake a range of clerical and administrative duties associated with repairs, and ensure necessary actions are followed-up.
12. To attend training courses and to assist in the training and development of less experienced members of staff, and give them advice and assistance when necessary. Also to participate in coaching sessions with your Line Manager, (e.g. listening in to live enquiries), and respond positively to the resulting feedback and development proposals.
13. Ensure that customer information is kept confidential. Comply with the requirements of the Data Protection Act.
14. To work to a consistently high standard, complying with systems developed to demonstrate quality, including external assessment and customer feedback.
15. Take an active role, (e.g. by being supportive of colleagues), in encouraging the development of a working environment that is positive, forward looking, results orientated and customer focused.
16. Ensure that there is good communication within the Repairs Operation Centre by attending team meetings and team briefings as arranged by your line manager.
17. To attend individual progress meetings with Line Manager on a regular basis in order to review performance and agreed performance objectives.
18. Take responsibility for dealing with repair enquiries both written and oral from customer representatives, staff from other sections/departments and external organisations within designated time scales.
19. To complete apportioned number of telephone customer satisfaction surveys.
20. Ensure that you properly comply with requirements relating to attendance and punctuality by signing in and out, the booking of Holiday/Absence, and that timesheets / flexi are completed accurately and on time.
21. Able to work a planned shift rota - for a service that will operate from 8.00 a.m. to 8.00 p.m. on Mondays to Fridays, and 8.00 a.m. to 1.00 p.m. on Saturdays. Provide a flexible approach when planned shift rotas are being drawn up - so as to ensure that shifts are covered, and the service properly maintained.
22. To promote positively London Borough of Newham's policies on Equalities and Diversity issues.

23. Such other duties, within the competence of the post holder, which may be required reasonably from time to time.

Personal Specification

Job Title: Repairs Maintenance Service Business Officer	Service Area: Repairs and Maintenance Service	
Directorate:	Post Number: TBC	Evaluation Number: TBC
Grade: Scale 6	Date last updated: March 2020	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p>PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p>KNOWLEDGE: 1. The ability to work as part of a team, demonstrating a flexible approach and make a positive contribution towards the team.</p>	<p>Application Form/Interview</p>

<p>2. Good interpersonal skills with the ability to relate to all levels of staff.</p> <p>3. To be able to communicate effectively, both verbally and in writing to a wide range of groups.</p> <p>4. The ability to apply logic and common sense when problem solving.</p> <p>5. The ability to respond positively to changes in the working environment and to deal effectively with work pressures when they arise.</p> <p>6. Possess excellent customer service skills.</p> <p>7. Have the ability to use probing questions to correctly identify faults.</p>	<p>Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>EXPERIENCE: Have some experience of working with a minimum of supervision</p>	<p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Ability to answer telephone calls in a polite and timely manner.</p> <p>Ability to diagnose repair requests</p> <p>Good communication and language skills.</p> <p>Basic repairs skills, and ability to translate tenant requests into accurate works orders</p> <p>Ability to work unsupervised in a demanding environment.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p>	

<p>1. A high degree of flexibility.</p> <p>Show initiative and have the drive and determination to achieve targets and deadlines.</p>	<p>Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Some of the duties undertaken by this post [may/will] require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p> <p>This post is subject to a [standard/enhanced] CRB check.</p> <p>This post is exempt from The Rehabilitation of Offenders Act (1974).</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Application Form</p>