

## **Senior Customer Repairs Officer**

**Salary: Band 7 - £31,067 - £35,235 p.a.**

**37 hours per week**

**Permanent**

### **Who are we looking for?**

We are looking for a Senior Customer Repairs Officer to join our Customer Repairs Team supporting all our building maintenance teams.

Candidates must be enthusiastic, good communicators, organised, methodical and able to prioritise multiple demands.

### **What can we offer?**

We will support you by providing opportunities to train and develop your existing knowledge and skills, as appropriate. We can coach and develop you providing support for those aspiring to become a manager.

As a service we take pride in our work by valuing others, focusing on what is important so that we make a real and positive difference.

### **What is the Role?**

You will be based at one of our area housing offices working as part of a repairs support team supporting the Assistant Customer Repair Managers.

You will be part of the Customer Repairs management team; previous management experience is not essential, and you will be supported to develop your skills and gain management experience using the 'Systems Thinking' methodology.

You will be part of a team responsible for supporting the building maintenance service. The team assists us in meeting our purposes which are, to maintain and improve our properties, ensure the right repair is carried out at the right time and provide suitable homes when needed.

You will support and deputise for the Assistant Customer Repairs Manager responsible for managing and leading a team of customer repairs officer within the call centre. This will include supervising the repairs support team as appropriate to ensure the repairs support team have capacity by allocating phone and admin tasks to effectively manage all demands received accurately and efficiently.

You will be part of a team that manage repairs demand, raise repairs, arrange servicing, coordinate surveying appointments and undertake customer satisfaction surveys. We maintain a varied housing stock including a diverse range of corporate, operational, commercial and community assets.

You will coach and mentor customer repairs officers to use our databases accurately, ensuring they are following our value steps, gathering clean clear information, asking effective questions ensuring that the right resource is allocated to undertake the repair at the right time that is convenient with the customer. You will also be required to support the team in busy periods by answering the calls and liaising with our service providers.

You will assist in managing complex administration tasks such as demands raised through the shared inbox, by liaising with residents and varied building users in a timely manner ensuring that repairs raised are our responsibility.

You will manage other administration tasks such as raising works orders and issuing tenders to contractors.

### **Who is the person?**

Your application needs to demonstrate that you:

1. Have experience of working in a call centre or challenging front line service
2. Have knowledge of being part of a repairs service, receiving demand and raising repairs together with the ability to advise others.
3. Have the ability to communicate effectively, develop relationships with residents and building occupiers, asking the right questions to get the information required, as well as someone who shows empathy for people who may be in difficult situations.
4. Be very comfortable to operate in a changing and evolving environment, enjoying the challenge and embracing change with a positive attitude.
5. Be comfortable in dealing with all staff to motivate, mentor, ensure understand and comply with all building maintenance policies and processes and direct them to assist in providing an efficient and effective service.
6. Ability to remain calm & professional when dealing with difficult customers.
7. Can work independently, be organised, methodical and able to prioritise and manage multiple complex demands.
8. Can be assertive and challenging while dealing professionally with team members and service users.
9. Be able to work as part of a team to ensure a smooth delivery of the service and be flexible in being able to adapt to the demands of the team.
10. Have experience of undertaking a range of administrative tasks effectively to support others.

11. Have experience and be competent using a variety of IT databases and systems to update them in timely manner with accurate information.
12. Have a positive attitude towards work, be resilient, embrace change and actively work with your colleagues to improve the service offered to customers.

**For an informal discussion about this post you can contact Teresa Sully on 07951 497 607.**

**When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.**

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.