



## Job description

**Job title:** Repairs Officer (West)

**Responsible to:** Property Maintenance Manager

**Purpose of the post:**

- To provide a high quality, customer focused responsive repairs service, ensuring Hastoe repairs and maintains its properties in accordance with the requirements of statute and its own policies and procedures.
  - To ensure customers are kept up to date with repair works and receive an excellent service.
  - To conduct Hastoe's business efficiently and effectively and to maintain and improve standards.
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**Key areas of responsibility:**

1. Undertaking inspections including, but not limited to, specifying repair works upon completion of works in conjunction with disrepair claims and to assess H&S issues including damp and mould.
2. Raising responsive and void works orders in line with policy and procedures. Raising repair orders for works identified via H&S assessments including Fire Risk Assessments, Legionella and Asbestos Assessments and Gas Safety Checks.
3. Updating customers and IT systems in a timely fashion, ensuring information is up to date and visible to others across the business. Assessing contractor variations and follow on work requests.
4. Resolving, investigating and responding to formal complaints and service failures.
5. Assisting the Property Maintenance Manager with the management of contractors including: attending formal and informal contract meetings; reporting and monitoring performance; tracing and managing work in progress including void and repair orders.
6. Managing reports of damp and mould, undertaking inspections, reviewing information received from data loggers, communicating findings to customers, raising works orders where required and keeping customers and operating systems up to date.
7. Participate in the out of hour's emergency rota.



8. Where appropriate, consult with residents regarding works including attendance at resident meetings.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



## Person specification

| Attributes                    | Essential  | Desirable  |
|-------------------------------|--|--|
| <b>Education and Training</b> | <ul style="list-style-type: none"><li>• GCSE Grade C or above in English and Mathematics (or equivalent).</li></ul>  | <ul style="list-style-type: none"><li>• Possess ONC or equivalent in a building related topic</li><li>• Possess craft or City &amp; Guilds qualifications in a building related topic</li></ul>  |
| <b>Skills and Experience</b>  | <ul style="list-style-type: none"><li>• Excellent organisational and communication skills.</li><li>• User of Microsoft Office to an intermediate level including Word, Excel.</li><li>• Experience of using other in-house systems with the ability to learn new systems.</li><li>• Able to carry out domestic surveys and specify appropriate repairs.</li><li>• Have a basic understanding of building construction and willing to undertake training.</li></ul>   | <ul style="list-style-type: none"><li>• Experience of housing maintenance work in a housing association, local authority or similar organisation.</li><li>• Experience of inspecting defects in dwellings and specifying cost-effective repairs.</li></ul> |
| <b>Personal Attributes</b>    | <ul style="list-style-type: none"><li>• <b>Customer Orientation</b> - Enthusiasm and energy to address customer enquiries and service requests demonstrating a desire to achieve excellent outcomes on every occasion.</li><li>• Possession of a full, clean driving licence with use of car for business purposes. Ability to undertake necessary travel.</li><li>• <b>Team Working</b> - Ability to work constructively as part of a team, demonstrating</li></ul> |  |



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|  | <p>commitment to team goals and values.</p> <ul style="list-style-type: none"><li>• <b>Personal Effectiveness</b> - Awareness of own development needs and a desire to improve your professional skill set.</li><li>• <b>Results Focused</b> - A professional and positive approach that is focused on inputs as well as outcomes and understands the impact on Hastoe's business goals. A commitment to the provision of a quality service.</li><li>• <b>A flexible approach</b> with the ability to switch between tasks and systems in response to customer demand.</li><li>• <b>Self-motivated and self-reliant</b> - Able to work on own initiative to organise own workload and establish priorities.</li><li>• <b>Organisation</b> - Able to maintain site records and effectively organise diaries.</li></ul> |  |
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