



Job description

Job Title: Customer Repairs Advisor

Responsible to: Property Services Administration Manager

Purpose of the post:

- To be the first point of contact for customers experiencing issues with our repairs service, liaising with external contractors and other teams within the organisation to resolve issues.
- To assist in the administration of the responsive repairs service.

Key areas of responsibility:

1. Provide an excellent first point contact for all customers of Hastoe (with a commitment to both internal and external customers).
2. Respond to failures in repairs service delivery experienced by customers with empathy and professionalism, aiming to provide resolution in one working day.
3. Providing resolution to failures in repairs services, looking to prevent the necessity of raising a formal complaint.
4. Take personal ownership and responsibility for going the extra mile to ensure issues are promptly and effectively resolved.
5. Where a matter cannot be resolved immediately, take personal responsibility for ensuring it is progressed as swiftly as possible and that the customer is regularly informed of progress.
6. Understand Hastoe's liabilities for repairs as they apply to different tenures and clearly communicate this to the customer.
7. Ask relevant questions to ensure the correct diagnosis of a repair and an approximate timescale for work to be completed.
8. Take a pro-active approach, chasing contractor/s or other members of Hastoe staff to resolve the failure in service.



9. Ensure the issues are escalated by raising a formal complaint when the service failure cannot be resolved within one working day.
10. Ensure appropriate referrals are made to Property Services team/s.
11. Give constructive feedback to contractors to help them to improve their service delivery, with the overall goal of resolving the issues at an earlier stage and reducing the need to raise a formal complaint.
12. Assist in the support of the wider Property Services teams by providing administrative support, including but not restricted to:
 - Liaising with response repairs and major works contractors in the delivery of these services. This includes requesting contractor updates and progress on repairs and reviewing contractor online portals. Information, including completion details, to be entered into Hastoe's database.
 - Supporting colleagues in the management of the contractor's mailbox then actioning and querying requests as appropriate. Receive and respond to email queries from contractors and liaise with Regional Maintenance Surveyors where required to resolve queries.
 - Compile, collate and process a variety of statistical information including satisfaction surveys, financial reports and performance statistics, life cycle costing reports. Sending regular reports to contractors and colleagues including following up overdue orders.
 - Setting up and maintaining Active H with up to date information on contractor, maintenance area and other important information.
 - Ensure customers are kept updated throughout the journey of the response repair. Logging details of correspondence on Hastoe's housing management system.
 - Providing support to the surveyors and planned works team with mail merge administration. Filing of documents on Liberty and updating attribute dates/information.

General:

1. Maintain clear, accurate data through ActiveH, Touchpoint, Liberty and any other system required to support all aspects of the team's work.
2. Act on feedback including complaints.



3. Any other duties in line with the above as required by the Customer Service Team Leader.
4. Any other duties commensurate with the role as directed by the Senior Property Services Administrator.

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
Education and Training	<ul style="list-style-type: none">• GCSE Grade C or above in English and Mathematics (or equivalent).	
Skills and Experience	<ul style="list-style-type: none">• Experience in delivering excellent customer service in a pressured environment.• Intermediate use of Microsoft office packages including Outlook, Word & Excel.• Ability to effectively use specialist software systems.• Experience of administration in a busy responsive service.	<ul style="list-style-type: none">• Previous experience in a busy contact centre environment.
Personal Attributes	<ul style="list-style-type: none">• Customer Orientation - Enthusiasm and energy to address customer enquiries and service requests demonstrating a desire to achieve excellent outcomes on every occasion.• Communication - The ability to communicate clearly and effectively within a contact centre or service environment using a range of communication methods• Team Working - Ability to work constructively as part of a team, demonstrating commitment to team goals and values.• Personal Effectiveness - Awareness of own development needs and a desire to improve your professional skill set.• Results Focused - A professional and positive approach that is focused on	



	<p>outcomes as well as inputs and understands the impact on Hastoe's business goals.</p> <ul style="list-style-type: none">• A flexible approach with the ability to switch between tasks and systems in response to customer demand.	