



## Job description

**Job Title:** Customer Repairs Advisor

**Responsible to:** Repairs & Administration Team Leader

**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.

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**Key areas of responsibility:**

1. Providing an excellent first point of contact for all internal and external customers of Hastoe.
2. Responding to failures in repairs service delivery experienced by customers with empathy and professionalism, aiming to provide resolution in one working day. Then escalating as required.
3. Ensuring all queries are progressed as swiftly as possible and that the customer is regularly informed of progress.
4. Understanding and learning Hastoe's liabilities for repairs as they apply to different tenures and clearly communicating this to the customer.
5. Taking a pro-active approach, communicating with contractor/s or other members of Hastoe staff to resolve the failure in service.
6. Ensuring appropriate referrals are made to the Property Services team/s.
7. Giving constructive feedback to contractors to help them to improve their service delivery, with the overall goal of resolving the issues at the earliest stage possible.
8. Assisting in the support of the wider Property Services teams by providing administrative support, including; but not restricted to:



- 8.1 Coordinating with repairs and major works contractors by requesting updates, monitoring online portals, and ensuring accurate completion details are recorded in Hastoe's database. As well as supporting management of the contractor mailbox by actioning queries.
- 8.2 Compiling and processing statistical and performance data including satisfaction surveys, financial reports, and life-cycle costing—and issuing regular reports to stakeholders, following up on overdue orders
- 8.3 Maintaining accurate systems and records while supporting service delivery, including updating Active H and housing management systems, logging customer correspondence and repair updates, and providing administrative support to surveyors and planned works teams through document management and mail merges.

**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>	
<b>Skills and Experience</b>	<ul style="list-style-type: none"><li>• Experience in delivering excellent customer service in a pressured environment.</li><li>• Intermediate use of Microsoft office packages including Outlook, Word &amp; Excel.</li><li>• Ability to effectively use specialist software systems.</li><li>• Experience of administration in a busy responsive service.</li></ul>	<ul style="list-style-type: none"><li>• Previous experience in a busy contact centre environment.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• <b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li><li>• <b>Open and Transparent:</b> Able to listen, learn and improve.</li><li>• <b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li>• <b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><li>• <b>Communication:</b> The ability to communicate clearly and effectively within a contact centre or service environment using a range of communication methods</li><li>• <b>Team Working:</b> Ability to work constructively as part of a team, demonstrating commitment to team goals and values.</li></ul>	



	<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 outcomes as well as inputs and understands the impact on Hastoe's business goals.</li><li>• <b>A flexible approach:</b> with the ability to switch between tasks and systems in response to customer demand.</li></ul>	