



HIGHTOWN HOUSING ASSOCIATION

JOB DESCRIPTION

<u>Job Title:</u>	Repairs Coordinator
<u>Section:</u>	Asset Management
<u>Responsible to:</u>	Repairs Team Leader & CASH Asset Manager

Job Summary

The Repairs Coordinator will be responsible for the provision of a professional customer focused front line service for Hightown's internal and external customers and visitors to Hightown House in the delivery of the responsive repairs service.

KEY RESPONSIBILITIES

1. To take repairs requests from residents and site staff and place orders liaising closely with the Repairs Team Leader & CASH Asset Manager and maintaining a courteous and helpful approach, meeting the Association's Customer Charter.
2. To place orders with approved contractors, keeping clear records of works ordered by using the computerised Repairs and Maintenance system.
3. Update property records and property database to ensure that accurate records and information are available.
4. To take defect reports from residents or staff in new or refurbished properties and place defect orders with the relevant builders.
5. To assist with the processing of contractors invoices relating to repair and maintenance works.
6. To assist in administering the appointments system for the Association's Technical Staff.

7. To assist in the monitoring of customer satisfaction and feedback relating to the repairs service.
8. To carryout work in relation to a specialism assigned to the role by the Repairs Team Leader e.g. contractor administration, quotes, out of hours administration.

Additional Duties:

To maintain the appropriate level of skills necessary to do the job.

To co-operate with the periodic review of this job description.

To contribute to and adhere to the Associations financial regulations, standing orders, policies and procedures, in particular: Health & Safety, confidentiality, Equal Opportunities, Data Protection and Customer Care.

To provide ad hoc cover for reception as and when required, which is a requirement of all administrative posts within the organisation.

Any other duties consistent with the responsibilities of the post, as requested by the Repairs Team Leader & C&SH Asset Manager, Head of Asset Management or Director of Operations.

Person Specification

Knowledge and Skills	Essential	Desirable
Knowledge of a service organisation		X
Good numerical skills	X	
Good verbal and written communication	X	
Computer literate	X	
Good telephone manner	X	
Basic knowledge of housing construction		X
Experience		
Previous office experience	X	
Ability to keep accurate records	X	
Previous experience of Word for Windows	X	
Previous experience of Excel	X	
Personal Qualities		
Commitment to equal opportunities	X	
Reliable and punctual	X	
Able to work well as part of a team	X	
Well organised and meticulous	X	
Able to accept companies no smoking policy	X	
Flexible approach to work	X	

