

A Day in the Life of the Repairs and Maintenance Operations Officer

As the Repairs and Maintenance Officer, you're at the heart of delivering quality reactive repairs, across Albyn's housing portfolio. You'll work closely with the Repairs and Maintenance Manager and lead a dedicated Repairs Call Handlers and Property Assistants team, ensuring that repairs and maintenance tasks are carried out smoothly and efficiently. Your role is key in meeting the Society's goals, customer needs, and maintaining compliance with all relevant legislation, policies, and best practices—all while keeping an eye on budget and performance parameters.

Our customers are at the heart of what we do, and you will be responsible for ensuring every interaction with the repairs team is seamless, accurate, and delivered right the first time, providing excellent customer service.

You will be responsible for compiling and presenting monthly financial and performance reports, including key performance indicators (KPIs). Every day presents a new opportunity to make an impact and ensure that Albyn's housing operations are consistently achieving the high standards expected.

16:15	09:00 – 11.30	13:30 – 14:30
Check performance is on track	Customer Satisfaction – Review Improvement plan	Repairs Meeting – A Key Collaboration
<p>Analysis of Daily, weekly and monthly reports is required to ensure that key outputs are being met:</p> <ul style="list-style-type: none">• All out of hour's calls logged and any follow up completed.• Ensure all repairs are closed down in accordance with repair timescales and KPI's.• Ensure that all invoices have been processed and completed correctly within set timescales.• All complaints are being managed and are on track to be completed within set timescales in line with internal KPI's.• All inspections for Technical Officers are being logged in accordance with agreed guidance.	<p>Ensure excellent levels of customer service – Complete and Review Improvement plan</p> <ul style="list-style-type: none">• Listen to a percentage of repairs calls and track a customer journey, identify any issues and put a plan in place to address.• Review customer satisfaction analytics, gather results and identify any trends and implement remedial actions.• Check all stage 1 complaints and contribute to the completion of stage 2 complaints, capture lessons learned and ensure implementation of actions required to prevent re-occurrence.• Note any actions that have come from escalated calls from call	<p>Weekly, you'll attend a meeting with the Senior Technical Officer (Compliance officer attends monthly) to discuss any complex repair cases:</p> <ul style="list-style-type: none">• Agree on any actions required to address complex cases including collaboration with other teams• Review monthly budget spend and prepare a combined exception report for managers• Identify any repairs trends including defects that could be considered latent defects• Review improvement plan actions• Review performance• Ensure compliance issues are identified and rectified• Review procedure expiration dates and ensure procedures are updated in advance• Discuss outcomes of contractor meetings

<ul style="list-style-type: none"> Check for any deviations in performance that could impact KPI's and Annual Return on Charter repairs indicators. 	<p>handlers - Provide guidance on how to proceed with more complex repairs and support with challenging calls.</p> <ul style="list-style-type: none"> Note any action from your attendance at contractor meetings on a regular basis to discuss performance. 	<p>This meeting is vital for aligning priorities, driving efficiency, and ensuring a smooth repairs service that benefits both the team and Albyn as a whole.</p>
--	---	---

15:00	16:00
Performance Reporting – Presentation to the Extended Leadership Team (ELT)	Being a Leader: 1-2-1 with a Repairs and Maintenance Administrator
<p>It's time to shine! As part of your role, you'll present a quarterly performance update to the Extended Leadership Team, highlighting your team's hard work and successes. In your presentation, you'll:</p> <ul style="list-style-type: none"> Use tools like the Civica CX reporting suite, repair data, and KPIs to deliver clear, insightful performance analysis. Address trends, reporting changes, and any challenges, while proposing action plans for future improvement. Collaborate with Officers from across the business to develop a broader understanding of sector-wide issues and Albyn's overall performance. Drive positive change, reflect on achievements, and plan for continued success. 	<p>Your leadership doesn't just focus on operations—it's also about supporting and developing your team. During your 1-2-1 meetings with the repairs team you'll:</p> <ul style="list-style-type: none"> Review and update Personal Development Plans (PDPs) for each staff member. Provide guidance and feedback, helping each individual grow both professionally and personally. Foster open communication and create a supportive environment, ensuring your team is motivated and aligned with Albyn's core values: <ul style="list-style-type: none"> Be Caring Be Adaptable Be Professional <p>These regular check-ins not only focus on performance but also on helping your team members reach their full potential, contributing to a positive work environment and a culture of continuous improvement.</p>

Why This Role Is for You

As a Repairs and Maintenance Officer, you'll have the opportunity to make a real impact on both the team and the Society. You will work closely with the Senior Technical Officer and the Compliance Officer as well as colleagues across Albyn.

You will mainly be office based but no two days are the same. This role gives you the chance to apply your repairs and administrative expertise while developing a thriving work culture, all in support of Albyn's mission to provide high-quality housing. Join us in delivering outstanding service and building a brighter future for our customers and the wider community.