

JOB DESCRIPTION

Title of Job:	Repairs and Maintenance Operations Officer
Location:	Hybrid working with Invergordon office base
Number of Jobholders:	1
Title of Line Manager:	Repairs and Maintenance Manager
Responsible for:	Repairs and Maintenance Administrators/Assistant

Purpose and Scope

To contribute to the delivery of a high-quality repairs service across Albyn Group's housing portfolio to ensure that the Society's aims, objectives, performance standards and customer needs are met or exceeded in accordance with all relevant legislation, policies, procedures, and best practice guidance, and within available budget parameters.

Day-to-day management of all customer contact with the repairs and maintenance team through calls and online portals; applying quality control to improve customer satisfaction, performance reporting on KPIs and repairs budgets, oversight of administration of contracts and input into contract management.

Oversee the satisfactory resolution of customer complaints into the repairs and maintenance team.

Job Outline: Responsibilities and Tasks

MAJOR TASK

- To be the key contributor and lead on the successful delivery of Albyn's repairs service.
- Be the point of escalation for repairs administrators ensuring that you are fully aware of Albyn policies/procedures and have a comprehensive understanding of the regulatory framework that Albyn operates in.
- Ensure compliance with all mandatory and statutory requirements across Albyn's housing stock by working collaboratively with the Compliance Officer.
- Working closely with the Repair and Maintenance Manager contribute to robust contract management of repairs works, identify improvements in the delivery of the reactive repairs contract.
- Ensure good quality and value for money across repairs works.
- To be a major contributor in the provision of weekly, monthly financial and performance reports across repairs budgets. Contribute to the collation and provision of monthly KPI's.

- Responsible for the line management of repairs administrators and property maintenance assistant.
- To increase customer satisfaction across the repairs service by ensuring quality control in customer engagement.
- Be a key contributor to the resolution of customer complaints.
- To promote the Society positively and actively.

Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

- **To be the key contributor and lead on the successful delivery of Albyn's repairs service.**
 - Monitor the day-to-day performance of the repairs team and complete a weekly analysis of performance across routine, urgent, and emergency repairs.
 - Working with the Repairs and Maintenance Manager (RAMM) continuously improve the repairs team performance in line with targets set.
 - To support RAMM in the creation, delivery and administration of repairs and programmes for all Albyn's property stock.
 - To contribute to quarterly reports on all multi-unit contracts detailing key terms and full and remaining financial obligations.
 - Further develop call scripts and undertake quality checks of customer calls.
 - Report on call volume, length and quality of call handling.
 - Support finance to ensure invoices are approved in line with payment runs.
- **Be the point of escalation for repairs administrators ensuring that you are fully aware of Albyn policies/procedures and have a comprehensive understanding of the regulatory framework that Albyn operates in.**
 - Using your repair understanding, training provided and guidance documents you will provide support to the repairs team.
 - You will provide call handlers with a clear guideline that is supported by Albyn Policy and Procedures.
 - Through induction and training you will ensure that the repairs team fully understand their contribution towards performance and the regulatory framework.
 - Provide customers with accurate and timely information in line with Albyn policy and procedure whilst ensuring good customer service.
 - Provide support to the repairs team during and after difficult conversations, with training, to ensure that any unacceptable action follow up is implemented and recorded.

- **Ensure compliance with all mandatory and statutory requirements across Albyn's housing stock by working collaboratively with the Compliance Officer.**
 - Work closely with the Compliance Officer to ensure that any repairs completed do not adversely affect compliance.
 - Ensure that the repairs team have a full understanding of mandatory and statutory compliance.

- **Working closely with the Repair and Maintenance Manager contribute to robust contract management of repairs works, identify improvements in the delivery of the reactive repairs contract.**
 - Ensure that monthly contractor meetings are completed in line with agreed procedure, are documented accurately and outstanding actions are completed in a timely manner.
 - Ensure contract obligations are adhered to, and performance is measured and reported on using a data driven approach
 - Ensure any non-conformance is addressed in a timely manner and to the satisfaction of the society
 - Report any concerns to the Repairs and Maintenance Manager with the team SLAs.

- **Ensure good quality and value for money across repairs works.**
 - Ensure that Technical Officers are allocated inspections to evaluate quality and value for money in line with KPI's.
 - Ensure call handlers triage calls to ensure customer journey is seamless and resolution at first point of contact is a priority.
 - Work with the RAMM to ensure repairs contracts are current, represent good quality, value for money whilst providing meaningful community benefits for our customers.
 - Work with the finance team to undertake desktop reviews of spend-per-contractor and analyse repair costs, reporting any trends.
 - Approve all orders within your financial delegation ensuring all supporting documentation is available and post inspections are completed.

- **To be a major contributor in the provision of weekly, monthly financial and performance reports across repairs budgets. Contribute to the collation and provision of monthly KPI's.**
 - Run daily/weekly reports on repairs criteria ensuring orders are completed within set timescales.
 - Ensure financial delegation limits are being followed.
 - Report on contractor spends and report on any identified exceptions.

- Identify work recalls and reoccurring repairs, identifying potential component replacements.
- Champion and develop the use of Civica CX, use data to identify trends.
- Ensure early identification of any performance issues and implement required corrections.

- **Responsible for the line management of repairs administrators and property maintenance assistant.**
 - Undertake monthly 1-2-1's and regular Performance and development reviews (PDR's) of administration/assistants in your team throughout the year.
 - Provide coaching and learning and development opportunities.

- **To increase customer satisfaction across the repairs service by ensuring quality control in customer engagement.**
 - Work with Business Support Team to understand trends and customer feedback.
 - Identify and process/procedure and working practices that can be amended to increase levels of customer satisfaction.
 - Identify any contractor performance issues.
 - Identify any staff training issues that would improve our customer offering.

- **Be a key contributor to the resolution of customer complaints.**
 - Demonstrate a clear understanding of the complaint process and escalation routes.
 - Undertake complaint investigations in relation to repairs and ensure robust evidence/investigation.
 - Capture lessons learned and actions.
 - Implement any changes to procedure/working practices identified in lessons learned.
 - Report trends to RAMM and implement remedial action as required.
 - Attend key contractor meetings and provide feedback on customer satisfaction.

- **Health & Safety**
 - Comply with safe working practices as defined by Albyn Group.
 - Complete training as and when required.
 - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- **General**

- Be aware of and always adhere to Albyn Group policies.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

- **Other**

- Apply the Albyn Group values and behaviours to every aspect of the role at all times.
- Promote and maintain the standards of Albyn Group.

PERSON SPECIFICATION	
Essential: Education & Training	<ul style="list-style-type: none"> • Achieved or actively working to gain a Housing HNC or equivalent qualification. • Educated to at least 'Higher' grade. • Demonstrate effective reflection on practice and willingness to undertake continuous learning and professional development.
Essential: Skills	<ul style="list-style-type: none"> • Ability to advise and guide internal clients. • Ability to set team targets and motivate colleagues in achieving them. • Excellent organisational skills. • Excellent written communication and report writing skills. • Ability to prioritise and manage a diverse workload. • Ability to interpret data and identify trends.

	<ul style="list-style-type: none"> • Good ICT skills (Microsoft 365, Project, PowerPoint, Word, Excel and online and cloud-based applications)
Essential: Experience	<ul style="list-style-type: none"> • Experience of supervising and supporting a team. • Experience of working within multi-disciplinary professional teams. • Experience of working in a customer-focussed environment. • Experience of leading or supporting service improvement initiatives.
Essential: Knowledge	<ul style="list-style-type: none"> • Understanding of a repairs and maintenance function. • Understanding of quality control methods.
Essential: Other Qualities	<ul style="list-style-type: none"> • Interest in housing issues and the affordable housing sector. • Values good governance • Professional, calm, and confident manner.
Desirable	<ul style="list-style-type: none"> • Experience in a repairs setting. • After training, ability to define right to repair and provide repairs escalation advice. • Experience of leadership of repairs and maintenance teams or a call handling team. • CIH Level 3 or equivalent housing/building/asset management qualification. • Experience of using housing or repairs management systems (e.g., Civica CX or similar). • Experience in monitoring and evaluating contractor performance and service delivery. • Experience of managing complex customer complaints and implementing service improvements based on feedback. • Ability to manage and perform through change programmes. • Knowledge of housing sector. • Experience within housing sector.