

JOB DESCRIPTION	
<b>Title of Job:</b>	Repairs and Maintenance Administrator
<b>Location:</b>	Invergordon
<b>Number of Jobholders:</b>	4
<b>Title of Line Manager:</b>	Repairs and Compliance Officer
<b>Responsible for:</b>	n/a

### Purpose and Scope

To deliver a consistently high level of administrative service to our customers and Repairs and Maintenance function. You will provide front-line information and administration to all our customers, in line with our organisational values, aims and objectives; and to achieve or exceed objectives and targets within the framework of our budget constraints and regulatory requirements. You will be required to become a champion in the use of our bespoke housing software Civica CX.

### Job Outline: Responsibilities and Tasks

#### **MAJOR TASKS**

- Provide a front-line response to our customers to meet our objectives of a truly brilliant customer experience. The post holder will be responsible for coordinating the internal phone system, answering and directing calls as required.
- Provide general administrative support to all functions.
- Accurately record all complaints to meet our Scottish Public Services Ombudsman (SPSO) and regulatory compliance framework. Handle complaints timeously and seek to resolve with the aim of front-line resolution on complaints received. Ensure complex complaints are allocated to the nominated complaint handlers.
- Assist colleagues with the collation of performance data, statistics and profiling reports as required.
- Develop an understanding of other functions to ensure you are aware of any initiatives that might benefit customers.
- Support Business Services admin function specific tasks as and when required by the business.

## Job Outline: Responsibilities and Tasks

### MAIN ACTIVITIES

- **Provide a front-line response to our customers to meet our objectives of a truly brilliant customer experience. The post holder will be responsible for coordinating the internal phone system, answering and directing calls as required.**
  - Provide information to customers and be able to respond as the first point of contact to routine enquiries as required.
  - Provide customers with accurate information.
  - Ensure tenants with multiple queries are triaged through to other functions providing as much information as possible to colleagues, to ensure excellent customer service.
  
- **Provide administrative support to all functions.**
  - Provide administrative support to Officers/Assistants.
  - Assist with the input of data to ensure tenancy data is accurate.
  - Ensure all tenancy and property records are regularly reviewed and updated accurately and timeously with all relevant changes of information.
  - Monitor and respond to mailboxes assigned to functions in a timeously and professional manner.
  - Process customer requests for repairs and provide information on tenant and landlord responsibilities, relative priorities, and timescales.
  - Log reported repairs, raise appropriate works orders and issue them to the appropriate approved contractors, prioritise under guidance. Monitor repair requests ensuring repairs are undertaken timeously.
  - Track all repairs to completion and ensure orders are closed within set timescales with relevant data completed.
  - Process and approve invoices for completed works for payment within delegated authority limits.
  - Produce and administer inspection requests for officers and update system records as required.
  
- **Accurately record all complaints to meet our Scottish Public Services Ombudsman (SPSO) and regulatory compliance framework. Handle complaints timeously and seek to resolve with the aim of front-line resolution on complaints received. Ensure complex complaints are allocated to the nominated complaint handlers.**
  - Respond to routine enquiries and complaints from customers, or other customer representatives as required. Where possible, complaints to be closed at point of contact.
  - Ensure the complaints are logged accurately on the complaints system.

- Ensure all complaints are allocated to the relevant departments, where they cannot be completed by the first response.
- **Assist colleagues with the collation of performance data, statistics and profiling reports as required.**
  - Collate information for and produce performance and statistical reports as required for all functions.
  - Input and extract data accurately to and from housing and property databases and other electronic or manual recording systems.
- **Develop an understanding of other functions to ensure you are aware of any initiatives that might benefit customers.**
- **Support Business Services admin function specific tasks as and when required by the business.**
- **Health & Safety**
  - Comply with safe working practices as defined by Albyn Group
  - Complete online 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 adhere to Albyn Group policies at all times.
  - Take part in progress/performance reviews throughout the year.
  - Cooperate with other Albyn Group departments.
  - Attend training courses and complete online 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

<b>Essential: Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Educated to Standard Grade or equivalent.</li> <li>• Willingness to undertake continuous learning.</li> </ul>
<b>Essential: Skills</b>	<ul style="list-style-type: none"> <li>• Able to work with minimal supervision and make decisions on routine issues appropriate to the level of the post.</li> <li>• Review work to ensure accuracy to a high standard.</li> <li>• Able to work in partnership with peers and colleagues as part of an effective and efficient team.</li> <li>• Possess a high standard of literacy and numeracy.</li> <li>• Demonstrate excellent communication and interpersonal skills – with the ability to adapt communication, both written and verbal dependent on purpose and needs of the audience.</li> <li>• Demonstrate a professional approach and model behaviour to ensure customers and colleagues are valued and their needs are responded to appropriately.</li> <li>• Ability to use and input data accurately to information systems and generate reports.</li> </ul>
<b>Essential: Experience</b>	<ul style="list-style-type: none"> <li>• Work or have experience of front-line telephone responses to customers.</li> <li>• Work or have experience of administration and working in a customer-focused environment.</li> <li>• Experience of dealing with challenging situations with resilience, flexibility, and confidence in an appropriate manner</li> </ul>
<b>Essential: Knowledge</b>	<ul style="list-style-type: none"> <li>• High standard of computer literacy in Microsoft Word, Excel, and Outlook.</li> <li>• Understand the requirements for the correct recording and control of client information.</li> </ul>
<b>Essential: Other Qualities</b>	<ul style="list-style-type: none"> <li>• A commitment to help achieve the Society's aims and objectives.</li> </ul>

	<ul style="list-style-type: none"> <li>• Values good governance.</li> <li>• Interest in social housing issues.</li> <li>• Professional, calm and confident manner.</li> <li>• Be caring, adaptable and professional in line with Albyn's values.</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Understand the sector in which Albyn operates and of the challenges facing the housing sector.</li> <li>• Competent in using Housing Management software.</li> <li>• Practical knowledge of relevant best practice for the delivery of excellent customer services.</li> <li>• Understand general Health and Safety requirements relevant to an office environment.</li> </ul>