

Post Title: Title: Reactive Repairs Support Officer		Director/Service/Sector Housing and Public Protection		Office Use	
Grade: 4		Workplace: Blyth Civic Centre – Some travelling in Northumberland County			JE ref: 3658 HRMS ref:
Responsible to: Housing Maintenance Manager		Date:27/02/2024		Manager Level:	
Job Purpose: Dealing with housing disrepair claims, complaints and compliments efficiently and effectively. lead link for disrepair claims including setting up and file management of claims Performance report production and maintenance – Financial Controller for P/O in terms of contractor purchase orders and invoice checking and payment including monitoring and recharging via journal transfers Providing cover for the repair's schedulers in terms of scheduling works order management to deliver service excellence to stake holders Lead on damp and mould job tracking and report writing to support service delivery					
Resources		Staff	Apprentices and clerical support band 3		
		Finance	Raising purchase orders for external contractors and materials and booking in purchase orders and checking payments are the correct arithmetical amounts as quoted so funds are released in a timely manner and in line with NCC policies. Provision of financial reports linked to contractor spend for senior managers in the service lead link with the councils accounts payable team when raising compensation payments Regular periods of high intensity pressure linked with short timescales and lead in times		
		Physical	Day to day responsibility for allocated resources Computer and Office equipment Ensure that confidential and sensitive information is securely stored and used in conformance to statutory requirements		
		Clients	Regular liaison with corporate finance – Accounts Payable – Legal teams both internal and external – elected Members of the Council – Senior officers within the Council		
Duties and key result areas:					
1. Dealing with housing disrepair claims. Responsibility for setting up the claim file liaising closely with the council's legal team and operational repairs team to provide detailed information sourced from repairs history and housing management IT systems, arrange meetings, responsible for taking accurate meeting minutes ensuring that the process is carried out in a timely manner.					
2. Interrogate housing IT systems to provide accurate reports and information working collaboratively with internal officers and NCC legal department.					
3. Dealing with telephone queries and complaints promptly and in a professional manner resolving non-routine or contentious issues, escalating if necessary to the relevant Team Leader/Manager and providing timely responses to the customer as set out by the complaint's guidelines. Lead officer responsible for maintaining the service stage 1 letter responses including drafting responses in a timely manner and keeping detailed records of inter-action with third parties					
4. Raise purchase orders through NCC internal IT systems for staff to collect materials and enable contractors to carry out work on behalf of NCC. Keeping detailed and accurate financial records					
5. Book invoices into the system in a timely manner to ensure payment will be released and ensure prompt payment to external contractors and Suppliers. Working closely with other departmental offices such as Accounts payable					
6. Provide appropriate cover within the Scheduling Team as and when necessary, in periods of short staffing.					
7. Ensure that goods have been received and/or contractor work carried out before payment is released.					
8. Ensure invoice costs match up reconcile errors and omissions and liaise with suppliers as necessary.					
9. Order stationary in a timely manner ensuring minimal impact to the service.					
10. Recording meeting minutes accurately, remaining confidential and professional at all times.					
11. Using the relevant systems to recruit short term temporary contracts to cover gaps in trades areas as and when required.					
12. Be aware of service KPI's and be instrumental in achieving these.					
13. Act as an ambassador for Northumberland County Council at all times, promoting its role and achievements, internally and externally.					
14. Contribute to the development of related policies, procedures and initiatives.					
15. Ensure compliance with organisational requirements for Data- Protection, risk management, Safeguarding, Health and Safety and other legal and statutory requirements along with the best practice and general duty of care.					
16. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability and a					

focus on continuous improvement.

17. Be responsible for the security of Company assets relevant to the post.

18: Undertake control procedures in relation to monthly checking of expenditure and calculate all internal recharges for works undertaken outside of day-to-day HRA functions

19: Produce and analyse monthly transaction reports in support of the rechargeable repairs including the resolution of any queries

20: support the efficient and effective maintenance of financial systems to produce accurate and timely information in accordance with the councils' financial regulations

21: manage the journal transfer process for the service including monitoring of expenditure of rechargeable works Compile the journal and allocate the recharge service charge Provide reports monthly reflecting journal transfers completed

22: Organises and prioritises own workload. Decision making on issues with minimal supervision

23: Planning and organising training for department staff with the services manager monitor the budgetary spend of the training budget as the training progresses to ensure there is no overspend

24: Has experience in handling and manipulating data to then include in reports for senior managers

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:

None

Working patterns:

37 hours per week (Monday – Thursday 8.30am-17:00 and Friday 08.30am -16:00) flexible working hours may apply by Management approval.

Working conditions:

Post based indoors however on occasion to accompany operatives on 2 Person Visits if necessary.

Post Title: Reactive Repairs Support Officer		Ref: 3658
Essential	Desirable	Assess by
Knowledge and Qualifications		
NVQ level 4 in business administration or customer service Experience of disrepair legislation and its administration Knowledge of repairs within a Social Housing environment. Knowledge of work order systems, schedule of rates invoicing processes. Demonstrate knowledge of housing management ICT systems. Demonstrable understanding of health and safety legislation and its application in the workplace. Evidence of continued professional development in Housing related matters Educated to GCSE level (Grade C or above) in Maths and English, or equivalent recognised training in Customer Service.	Working in social housing scheduling/registering repairs. Ability to read Asbestos Reports. Worked in social repairs and maintenance environment Experienced in working with other internal teams linked to disrepair and complaints process	(a) (i)
Experience		
Experience of communicating and engaging with customers to relay and receive information. Developing and maintaining relationships. Working in a multidisciplinary team. Working in a housing repairs and maintenance environment. Working with contractors, consultants and other agencies. Ability to communicate both written and orally including adapting the communication skills to suit the audience Ability to work on own initiative and as part of a team Ability to plan own priorities and plan ahead Ability to work well under pressure to tight timescales and deadlines		(a) (i)
Skills and competencies		
Ability to communicate effectively both orally and in writing, including adapting communication skills to suit the audience. Ability to work on own initiative and as part of a team. Ability to determine own priorities and plan ahead. Ability to work well under pressure in order to meet deadlines. Ability to embrace change. Show initiative and demonstrate a willingness to accept responsibility. Computer literate. Take responsibility for continuously developing and supporting your own knowledge/skills/training needs. Ability to identify and respond to customer requirements. Good interpersonal skills with the ability to display self confidence in managing self, the work and its impacts on others. Flexible approach to work and the ability to work across functions. Demonstrate good planning and organisational skills relating to		

administration. Skilled in general administration duties. Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation.		
Physical, mental and emotional demands		
Normally works from a seated position. Some standing, walking, stretching or lifting. Able to use own initiative, self-motivated, organisational skills and multitasking. Prolonged periods of concentration, mental attention with regular pressure from interruptions and conflicting demands. Regular exposure to disagreeable customers. Highlights under performance and complacency to the relevant Manager. Plans and organises own workload to maximise productivity		(a) (i)
Other		
Dependable, reliable and keeps good time. High standards of honesty, integrity, openness and respect for others.		(r)

PERSON SPECIFICATION

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits