



Vacancy

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Position details

Position: Senior Housing Repairs Advisor (Fixed term for up to 12 months)
Job reference: ED006062F
Service: Housing
Closing date: 17 March 2019

Contact details

Human Resources
East Devon District Council
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Senior Housing Repairs Advisor

£21,693 - £23,866 per annum

Town Hall, Exmouth

Full time & fixed term for up to 12 months

About us

East Devon is independently recognised as an outstanding place and so it follows that its council must also strive to be outstanding. Everything we do is aimed at ensuring that East Devon is a place that people want to live in, work in, visit and enjoy. Our ambition is to be an outstanding council which works together with local people to create great value services and an outstanding community, economy and environment for East Devon, now and for future generations.

About the role

Reporting to the Senior Technical Officer Day to Day Repairs, we have an exciting opportunity to join our repairs team as a Senior Repairs Advisor. In this busy and varied role, you'll co-ordinate the day to day activities of the Housing Repairs Advisors and provide them with line management support; prioritising day to day work to ensure maximum efficiency, and to ensure outstanding service and customer care for tenants.

Supporting the work and objectives of our Property & Asset team you'll ensure the smooth running of the housing repairs administration, systems, procedures and stock information; prepare data and reports for, and take minutes of, management and contract meetings; whilst building and maintaining an effective professional working relationship with all of our contractors, suppliers and stakeholders.

About you

With a good standard of education, you'll have excellent interpersonal and communication skills and be able to develop strong working relationships with both colleagues and tenants. Line management experience will be essential to the success of this role as you'll need to be able to provide proactive support to your team, along with excellent leadership to ensure outstanding service delivery.

You'll also have the ability to manage competing priorities and deadlines, whilst ensuring accuracy and attention to detail. A good knowledge of Housing services and/or local government issues would be an advantage.

Apply

To apply online, please visit www.eastdevon.gov.uk/jobs. For an informal discussion, please contact Amy Gilbert-Jeans, Housing Service Lead on 07875 280730 or email agilbert-jeans@eastdevon.gov.uk

Closing date: 17th March 2019. Interviews will be held on Friday 29th March 2019.

JOB DESCRIPTION and PERSON SPECIFICATION

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Post title: Senior Repairs Advisor (Housing Repairs) – Fixed Term Contract for up to 12 months

Service: Housing

Team: Property & Asset Management

Grade: 5

Responsible to: Senior Technical Officer (Responsive Repairs and Voids)

Responsible for: Management of Housing Repairs Advisors and any other permanent/temporary workers who may from time to time form part of this wider team

Service purpose:

- Ñ A decent home for all, and consistently satisfied customers.
- Ñ Right repair; right time; fixed and stay fixed.

Job purpose:

To coordinate the day to day functions and management of the Housing Repairs Advisors. To support them by prioritising day to day work to ensure maximum efficiency, and to ensure outstanding service and customer care for tenants. To support the work and objectives of the Property and Asset Team, reporting directly to the Senior Technical Officer (Responsive Repairs and Voids) by ensuring the smooth running of the housing repairs administration, systems, procedures and stock information.

Core accountabilities:

People:

1. To provide day to day direction, co-ordination and management of the Housing Repairs Advisors and to ensure the performance of the team through effective management and achieving specified targets.
2. Conduct regular 121's and annual Performance Excellence Reviews (PER's) with your direct reports in line with EDDC HR policy.

3. To ensure the delivery of quality services to tenants and internal clients, including all aspects of team communications with tenants, surveyors and housing e.g. repairs enquiries.
4. To ensure that the resources available are focused on the business requirements and to prioritise / organise day to day tasks across the team to ensure business efficiency. To provide effective delegation of tasks to individuals within the team including ad-hoc work, and to guard against poor team performance.
5. To build up a working relationship with contractors and key suppliers, developing a knowledge and understanding of the business.
6. To work in conjunction with other departments to achieve shared goals.
7. To ensure effective communications between the team and contractors and to ensure complaints and issues are resolved.
8. To enable positive and constructive communications within the team, across the council and with stakeholders.

Business Administration:

9. To ensure that all members of the team are compliant with the Council's Standing Orders Policy.
10. To assist the Senior Technical Officer with budgetary planning, controls, and expenditure. To oversee and manage the invoicing process to support timely, accurate payments to contractors, and compliance with EDDC's financial protocol.
11. To take minutes at meetings including team, Service Review Group and contractor meetings as required.
12. To order, issue and log PPE, stationery and protective clothing.
13. Advise and help set up standard and ad hoc reports for managers and staff. Assist with completion of Government returns, statistics, newsletters, benchmarking, performance reviews and data sets as required.
14. To support the team in ensuring compliance, continuous improvement, service innovation and Systems Thinking.

Systems and Processes:

15. Ensure that the Open Housing system is being fully supported through accurate input/output of day to day data. To interpret / generate reports to monitor and improve the data and system.

16. Implement system changes and upgrades, and facilitate staff learning and training to ensure smooth transitions.
17. To assist with the development and review of the Property and Asset Team procedures, systems, guidelines, records and registers in line with legislation and business requirements.
18. Oversee and ensure that the administrative work in relation to void properties is processed in order to reduce the key to key time.

General:

19. Support the Council's approach to equalities and diversity, ensuring that our services and policies identify, address and promote the needs of our diverse community.
20. Take personal responsibility for own health and safety.
21. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.
22. General administrative tasks e.g. typing letters, emails, data collection, collations and analysis.

PERSON SPECIFICATION - Senior Repairs Advisor (Housing Repairs)

Category	Requirements	Essential/Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> ▪ Good all round education to GCSE level including Maths and English (or equivalent or proven relevant training/experience). 	E	Application form/interview
Knowledge	<ul style="list-style-type: none">) Knowledge of Housing services) Previous management experience) An understanding of current issues in local government 	D E E	Application form/interview Application form/interview Application form/interview
Skills and abilities	<ul style="list-style-type: none">) A good level of literacy, including computer skills. Must be able to use Microsoft products. ▪ Ability to work on own initiative as well as part of a team. ▪ Accuracy and attention to detail, particularly when working in a busy office with constant interruptions. ▪ Well developed interpersonal skills, including oral, and listening. ▪ Excellent communication skills, at all levels. ▪ Ability to interpret complex information and enter information direct into computer error free. ▪ Ability to handle difficult situations involving angry or aggressive customers.) Ability to prioritise own / others workloads.) Ability to be proactive in delivering team support. 	E E E E E E E E	Interview/Work Based Test Interview Application form/interview Interview Interview Interview/work based test Application form/ Interview Interview Application form/ Interview
EDDC behaviours	<ul style="list-style-type: none"> ▪ Simplicity in communication – You Seek opinions and are open and honest. 	E	Interview

	<ul style="list-style-type: none"> ▪ Systems thinking and excellence –in service delivery – You understand who your customers are and what matters to them. ▪ Trust and respect – You listen carefully to others showing that you respect and value their input. ▪ Accountability – You use your initiative to solve problems and inform others when you are aware of potential issues. ▪ Working together – You share skills and knowledge, and encourage and support others in applying their ideas to work – helping others to help themselves. ▪ Excellence in leadership- You respect colleagues, partners, members and customers and treat people according to their needs. <p>You recognise good performance in others and take time to thank and praise colleagues.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application form/ Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form/ Interview</p> <p>Interview</p> <p>Interview</p>
Successful experience in	<ul style="list-style-type: none"> ▪ Previous experience of office management ▪ Evidence of practical experience in a front facing customer service role. ▪ Experience of call centre environment and telephony 	<p>E</p> <p>E</p> <p>D</p>	<p>Application form/ Interview</p> <p>Application form/ Interview</p> <p>Application form/ interview</p>
Special requirements & employee screening checks required for successful applicant	<ul style="list-style-type: none"> ▪ Right to work in the UK ▪ Check of qualifications essential to the Job ▪ References ▪ Basic Disclosure Certificate 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Identity Check</p> <p>Original Certificates</p> <p>Reference enquiries</p> <p>Criminal Record Check</p>

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

JOB TITLE: Senior Housing Repairs Advisor.

POST NO's: 06062

SERVICE: Housing Property and Asset.

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential Risks / Hazards / Exposures	Level of Frequency
Computer Use	5
Driving (Car)	1
Driving (HGV / LGV)	1
Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)	1
Prolonged sitting / standing	5
Exertion (other than lifting)	1
Lifting	1
Manual handling / repetitive movement (bending, twisting, reaching)	4
Customer contact / Working with the public	5
Face to face contact with abusive customers	2
Lone working	1
¹ Night working (3 hours or more between 11pm and 6am)	1
Shift working (rotational)	1
Use of chemical and/or skin irritants	1
² Head phone use / auditory performance / noise	4
³ Hand arm and/or use of machinery vibration / noise	1
Outside working / inclement weather / sun	1
Working at height: <ul style="list-style-type: none"> ▪ short durations (step ladders / other access equipment) ▪ roofs / scaffolds / mobile elevating work platforms 	1
Working in confined spaces	1
Bodily fluids	1
Infectious diseases	1
Asbestos	1
⁴ Dust / fumes / vapours	1
Working with animals	1
Other – Specify	None

The document was completed/reviewed by Alex Slattery. February 2019

¹ Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

² Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

³ Any post identified in levels 2-5 will require a hand arm vibration screening test

⁴ Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)
Senior Repairs Advisor