

Repairs Resolution Coordinator

Reports to:	Katie Turner		
Department:	Housing Management	Grade:	SO1
DBS Status:	To be confirmed by manager in consultation with HR	Politically restricted:	No

Job Purpose:

- 1) Support the Property Services Resolution Manager by providing first contact resolution to customers in relation to Responsive Repairs. Maintaining the highest standards of Customer Care at all times and ensuring that customers' homes are safe and in good repair.
- 2) Personally undertake corporate and statutory complaint investigations covering the whole spectrum of Housing Management Property Services responsibilities and monitor complaints to provide prompt and satisfactory resolutions.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

Working within a Housing Management Service, the Repairs Resolution Coordinator will play a key role in supporting the effective delivery of complaints relating to responsive repairs and void works. The post holder will act as a central point of coordination between residents, contractors, internal teams and external partners, ensuring that repairs are progressed efficiently and customers are kept informed throughout.

The role will be responsible for investigating and responding to service requests, complaints, Members' Enquiries, Freedom of Information Requests and Subject Access Requests, while ensuring compliance with relevant legislation, policies and the Housing Ombudsman Complaint Handling Code. The post holder will support the delivery of an excellent customer experience by resolving issues promptly, identifying service improvements and contributing to continuous learning across the Repairs and Voids Service.

Job specific roles and responsibilities

- 1) Manage all administrative duties with high attention to detail and strong organisational skills – not letting anything fall through the gaps.
- 2) Track key complaint milestones and provide timely updates where appropriate to internal and external stakeholders on high-profile complaints.

- 3) Coordinate, investigate and respond to Stage 1 complaints, service requests and members enquiries and ensure that these are responded to within the required timescale. This will include Freedom of Information requests and Subject Access Requests.
- 4) Coordinate bookings and appointments to ensure smooth progression of repairs and void works in a multi-agency setting. Ensure records are kept up to date and information circulated to all relevant stakeholders in a timely manner.
- 5) Draw on detailed knowledge of departments and their processes to thoroughly investigate complaints also considering relevant legislation and policies.
- 6) Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures
- 7) Assist in delivering learning from complaints to Property Services and using them to drive service improvements.
- 8) Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- 9) Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.
- 10) Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. IT literate with knowledge of standard software applications including Microsoft Office and Teams.
2. Comprehensive knowledge of the statutory and corporate complaints process and associated legislation and policies.
3. Knowledge of undertaking complex investigations.
4. Knowledge of legislations applicable to a Social Housing Landlord.
5. Knowledge of the Housing Ombudsman Complaint Handling Code.

Experience

1. Demonstrable experience of working in a social housing setting, with an understanding of repairs, maintenance, voids, tenancy services and the challenges faced by social housing residents.

2. Managing and writing complaint responses and dealing with a wide range of people at all levels, delivering the objectives in a timely manner within the required deadlines.
3. Experience in dealing with all levels of customers in sometimes difficult circumstances.
4. Experience of working in an information sensitive environment
5. Experience of using defined business processes and giving guidance on them to colleagues.
6. Experience of using CRM or similar operating software's.

Skills and Abilities

1. Manage resources effectively to achieve business priorities.
2. Good communication skills with the ability to work with wide range of people, driving forward performance and service improvements.
3. Self-motivated with the ability to achieve specific objectives and work with minimal supervision.
4. Good analytical skills.
5. Ability to communicate clearly and effectively both in writing and verbally.
6. Ability to manage competing priorities and meet deadlines.
7. A good standard of spoken and written English.
8. Good IT skills, with the ability to use standard IT software packages, including Microsoft Office and other software, relevant to the service.
9. Highly organised with excellent attention to detail.
10. Flexible approach with the ability to respond effectively to changing circumstances.
11. Ability to work effectively as an individual and a member of a team, co-operating and supporting colleagues towards common goals, creating a sense of team spirit.
12. Awareness of risk and responsibilities of the Council as a social landlord.

Budget Responsibility and Overall Headcount

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs