



HILLINGDON

LONDON

Job Profile

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| JOB TITLE: | Repairs Customer Service Apprentice |
| GRADE: | Apprenticeship Level 3 |
| POST NO: | Post specific |
| JOB FAMILY: | Administration |
| JOB TIER: | 5 |
| DBS / ISA CHECK: | None/Office based |
| GROUP: | Resident Services |
| SERVICE: | Maintenance Service |

REPORTING STRUCTURE

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| Reports to: | Complaints & Risk Manager |
| Direct Reports: | None |
| Indirect Reports: | None |

ROLE PURPOSE:

Delivery of technical and core administrative support for the Maintenance Service's investigation of and responses to complaints, Members Enquiries, insurance claims and legal disrepair cases, meeting performance targets and embedding a culture of "Putting our residents first" where continuous service improvement is maintained.

Job Description

1. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

2. Customer Management / Care

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'.
- Respond to customer queries and escalate issues and messages to the correct staff members and trade operatives.
- Commitment to the highest level of service delivery
- Learn from best practice and lead by example in the development of a customer focused team empowered to continually improve levels of service delivery through innovative and creative approaches to service improvement.

3. Operational Service Delivery

- Work as part of a team responsible for resolving high profile issues within short deadlines.
- Be pro-active in learning new tasks and skills to meet the requirements of the Maintenance Service, in particular with regard to resolving complaints about service standards.
- Develop and maintain an understanding of operational workflow processes and how they ensure 'first time fix' and high standards of customer care.
- Prioritise tasks and advise the Complaints & Risk Manager of any issues.
- Be pro-active in suggesting and implementing service improvements.
- Provide general support to departmental colleagues as and when required.

Maintenance Service role-specific activities:

- Maintain the spreadsheet and network drives which contain all received complaints, Members Enquiries, insurance claims and legal disrepair cases.
- Assist with investigating all new issues using database interrogation, spreadsheet analysis and direct research with departmental colleagues other areas of the Council, contractors and external organisations. Provide research data to departmental and other colleagues in person, in reports and by email.
- Create and schedule inspections, repairs and contractor quotations. Monitor progress, request updates as needed and report all outcomes to the Complaints & Risk Manager.
- Assist with investigating and responding to queries from related Council departments including Legal Services and Insurance.
- Assist with providing reports and statistics to senior managers on complaints, Members Enquiries and related issues.
- Draft complaint and Members Enquiry responses for review by the Complaints & Risk Manager.
- Send complaint and Members Enquiry responses to residents, Councillors and MPs as directed by the Complaints & Risk Manager.
- Actively participate in complaint-related internal review meetings.

4. Service Planning & Development

- Develop knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Undertake ongoing training to develop skills and knowledge to deliver services effectively
- Ensure services are delivered within any set Service Level Agreements (SLAs) which cover all aspects of service delivery with performance and response levels, and escalating SLAs are that are likely not to be met to the Supervisor

5. Financial & Resource Management

- Demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Support the delivery of continuous monitoring of team and individual performance and own productivity against set standards and targets
- Support the Complaints & Risk Manager in the delivery of improvement initiatives and change programmes
- Ensure quality of output is maintained and issues are resolved effectively with the Complaints & Risk Manager
- Sustain the understanding of operational services to ensure effective delivery of tasks
- To be responsible for own personal development, and to take part in training as and when identified or requested

7. Contacts

- Internal: All levels of staff, up to and including Deputy Chief Executive, Complaints & Members Enquiries Team, Central Services, Corporate IT, HR, Facilities Management, Councillors, Members of Parliament, and as required the Chief Executive and Corporate Directors.
- External: Members of the public, contractors, suppliers, other public bodies, other local authorities, private organisations, community groups and representatives of London- wide and regional bodies.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery of agreed targets within PADA
- Delivery against any agreed service levels
- Delivery against performance, productivity and quality targets.

B. Person Specification

Repairs Customer Service Apprentice

This person specification will be used for recruitment to the Repairs Customer Service Apprentice vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

| 1. QUALIFICATIONS | ESSENTIAL | DESIRABLE |
|---|------------------|------------------|
| Minimum 3 GCSE level (Grade A* to C) including Maths and English, or equivalent <i>(If the above requirement cannot be met, you must demonstrate in your application the ability/willingness to complete Functional Skills English and/or Maths at the required level before the end point assessment)</i> | ✓ | |
| Willingness to study towards a relevant professional qualification | ✓ | |
| An equivalent or higher qualification in the same professional area (Business Administration) cannot be held | ✓ | |
| 2. STATUTORY or ROLE SPECIFIC REQUIREMENTS | ESSENTIAL | DESIRABLE |
| Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required. | ✓ | |
| Maintain confidentiality at all times. | ✓ | |
| Interest in developing a career in the field of Repairs Customer Service | ✓ | |
| 3. EXPERIENCE | ESSENTIAL | DESIRABLE |
| Experience of prioritising of work effectively and accurately. | ✓ | |
| Experience of developing and maintaining good working relationships | | ✓ |
| Experience of dealing sensitively with members of the public | | ✓ |
| 4. KNOWLEDGE & SKILLS | ESSENTIAL | DESIRABLE |
| Excellent ICT skills including Word, Excel | ✓ | |
| 5. COMPETENCIES | ESSENTIAL | DESIRABLE |
| “Can do” positive attitude | ✓ | |

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| Committed to delivering the goals and priorities of the team and Service | | |
| Seeks to improve the Council's service delivery | | |
| Optimistic and not easily discouraged | | |
| Positive about change and does not act as a barrier | | |
| Presents options for improvements | | |
| Celebrates the team's success | | |
| Takes responsibility and delivers results | ✓ | |
| Seeks to achieve and exceed targets, at, team and personal level | | |
| Ensures work is delivered on time and is of a good quality | | |
| Sets a positive example in the way they perform their role | | |
| Plans, prioritises and organises workload to meet deadlines | | |
| Team working | ✓ | |
| Builds effective relationships within and between teams, as appropriate | | |
| Shares ideas, knowledge & good practice with others | | |
| Works collaboratively with all colleagues and other agencies (where appropriate) to deliver improved services to service users and residents | | |
| Is supportive of others and appreciates their work | | |
| Capable of putting the Council's interest first | | |
| Is aware of the role members', partners' and stakeholders' | | |
| Communication | ✓ | |
| Easily expresses self and ideas. | | |
| Has the knowledge of and the ability to use technology | | |
| Listens, questions and clarifies to ensure full understanding | | |
| Adapts style to suit the needs of the audience | | |
| Customer Care | ✓ | |
| Raising service user and residents' satisfaction is | | |

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| <p>understood and is a commitment</p> <p>Acts as an ambassador for LB Hillingdon-communicating consistent positive and realistic messages about the Council</p> <p>Engages with the Council's users, strives to understand and meet their needs and preferences</p> <p>Takes feedback and ensures services adjust and respond</p> <p>Adheres to and delivers on the customer care promise</p> <p>Welcoming everyone who contacts us</p> <p>Being helpful, polite and courteous</p> <p>Respecting each and every customer</p> <p>Taking time to listen and understand, demonstrating empathy</p> <p>Giving clear information about service standards and timescales</p> <p>Taking ownership and working together as one Council</p> | | |
| <p>Takes ownership of personal development</p> | <p>✓</p> | |
| <p>Positively contributes to the PADA process</p> <p>Proactively engages in learning and development</p> <p>Reviews own performance and assesses own potential to develop</p> <p>Self -aware, admits mistakes and aims to learn from them.</p> <p>Gives and seeks to receive constructive feedback</p> <p>Shares learning and expertise</p> | | |