



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Repairs Complaints and Legal Disrepair Officer
GRADE:	SO2
POST NO:	Various
JOB FAMILY:	
JOB TIER:	5
DBS / ISA CHECK:	none
GROUP:	Residents Services
SERVICE:	Repairs

REPORTING STRUCTURE

Reports to:	Complaints and Risk Manager
Direct Reports:	1
Indirect Reports:	0

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

To manage the quality assurance of the repairs service including the planning and delivery of repairs and the management of the handling of all repairs Legal disrepair, complaints, Members Enquiries, FOI requests etc. with overall responsibility for managing the handling of all relevant complaints and enquiries; providing support for the operational delivery of the repairs service as required.

A. Job Description

1. People Management

- This role has no direct line management responsibility but may be required to assist in induction and training of peers and new employees.
- To be responsible for liaising with all team members to ensure the delivery of a customer focused repairs service.
- To liaise with team members and other colleagues to co-ordinate and produce informed and accurate responses to Legal disrepair cases, customer enquiries, complaints, Members' Enquiries, FOI requests etc.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To fully understand and act upon the impact that the repairs service has on the relevant service areas and residents within the borough

3. Operational Service Delivery

- To carry out/organise independent checks of repairs works on site.
- To manage all Legal disrepair, customer complaints, Member Enquiries and FOI requests on behalf of the repairs service ensuring that comprehensive, accurate responses are developed in line with the Council's policies and time frames
- To work closely with staff and contractors to ensure that works carried out as a result of a complaint are scheduled and delivered in line with Council standards, policies and procedures.
- To work as part of a multi-disciplinary team responsible for meeting tight deadlines and committed to high standards of customer care

- To produce accurate and timely management information relating to performance and budgets
- To produce accurate and timely management information relating to legal disrepair cases, ensuring robust responses can be sent, including organising any necessary remedial works.
- Act as a first line of contact to a wide range of enquiries, organising and booking remedial actions as required.
- To monitor and audit service processes, to investigate anomalies and instigate changes to business systems
- Assist in the preparation of statistics, and produce reports analysis and statistical information as required
- Undertake monitoring exercises as required
- Produce a range of data/information appropriate to the specific area of support
- To provide support, including developing procedural documentation

4. Service Planning & Development

- To feed in to development plans and work programmes within the Repairs team and the Planned Works team.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To support the effective management of the allocated budget for the repairs service.
- Manage the recharging process for all relevant works as required.
- To ensure all purchasing and procurement activity is conducted in accordance with the Council's Procurement & Contract Standing Orders and individual group's Scheme of Delegations.
- To assist with the drafting and reviewing of tender and contract documentation.
- To seek procurement approval for all expenditure related to operational delivery activities.

- To check invoices reflect accurately and fairly, work undertaken before making payment to contractors.
- Manage the audit and control of supplier spend across the maintenance service in line with the directorates instructions and category management guidance

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 residents.
- Actively participate in change activities and ensure colleagues are positively engaged in transformation project work.

7. Contacts

- **Internal:** All levels of staff throughout the Group up to and including Corporate Director, other teams across the Council, particularly Complaints and Members' Enquiries teams and, as required, Councillors, the Chief Executive and other Corporate Directors.
- **External:** Members of the public, Local Authorities, private organisations, contractors, other public bodies, and suppliers

8. Additional Responsibilities

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

9. Key performance indicators

- Delivery against any agreed Service Levels.
- Delivery against complaints/enquiries targets Delivery against allocated budgets and MTFE saving targets.
- Delivery against key performance indicators related to contractor and supplier contractual obligations and service level agreements

B. Person Specification

Repairs Complaints and Legal Disrepair Officer

This person specification will be used for recruitment to the above post. It will form the basis of the application form, and candidates will also be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Educated to A Level standard or equivalent qualification or equivalent work based knowledge and experience	✓	
A building and/or property related qualification or equivalent knowledge and experience		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
To attend Council meetings and meetings with the Public outside working hours		✓
The job is primarily office based but will involve some site visits to other premises throughout Hillingdon	✓	
Hold a valid UK Drivers Licence		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of managing complaints and enquiries within a similar environment, liaising with colleagues and contractors to reach satisfactory conclusions.	✓	
Writing reports and briefings for senior managers and Cabinet Members demonstrating attention to detail and accuracy	✓	
Delivering on time, to budget and within the quality expected by the customer and the organisation	✓	
A minimum of two years experience of managing staff with the responsibility for managing financial transactions	✓	
Experience of budget management and financial analysis in accordance with the Council's standing orders	✓	
Experience of providing consistent and accurate technical support to operational teams	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge of current Health and Safety legislation	✓	
Knowledge of quality assurance/quality management	✓	
High standard of ICT literacy	✓	
Ability to resolve finance-related issues and ensure		

compliance with financial regulations and policy	✓	
Knowledge of repairs/maintenance responsibilities and statutory obligations	✓	
Ability to collect and analyse data to provide effective management information	✓	
An understanding of the Council's democratic processes	✓	
Proven technical knowledge relating to the monitoring of contracts	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates excellent written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	