

Housing

Repairs Quality Officer

Job Description and Person Specification

Job Description

Job Title:	Repairs Quality Officer
Department:	Housing
Function:	Asset Management Team
Team:	Responsive Repairs
Post number:	HO0389, HO0390
Grade:	LBR 09
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Orchards Housing Office, 152 Broadmead Road, IG8 0AG
Reports to: <i>Job title</i>	Responsive Repairs Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	Delivering a customer focused and efficient, cost effective responsive repairs service to Redbridge Council tenants and leaseholders. To carry out surveys and inspections to diagnose building defects, specifying remedial works or recommends further specialist reports as required by managers or by the responsive repairs contractor.
Key external contacts: <i>Organisations</i>	Tenants, Leaseholders, Partnership Contractors
Key internal contacts: <i>Job titles or groups of staff</i>	Head of Asset Management, Repairs Manager, Repairs Team, Asset Management Team
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	No budget responsibility
Key areas for decision making:	Extensive general experience and knowledge of building surveying in social housing and partnership contracts
Other considerations: <i>E.g. working patterns</i>	May attend occasional evening meetings

Key accountabilities and result areas:	Key elements:
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Value for money repairs	<p>This will involve: Assisting the Responsive Repairs Manager in monitoring and enforcing the terms of the Repairs & Maintenance Term partnering contract, ensuring standards are met across the responsive repair and void service</p> <p>Effectively monitoring the Partnership Contract Open Book including preparing and agreeing valuations, variations, post inspections and final accounts</p>
Customer focused approach	<p>This will involve: Carrying out duties and responsibilities in accordance with the council's commitment to high quality customer service ensuring compliance with Redbridge Council customer care standards.</p> <p>Working effectively with internal and external customers and other stakeholders in a customer focused environment to maximise customer satisfaction</p>
Building relationships, working together in partnership	<p>This will involve: Building relationships with internal and external customers and other stakeholders ensuring a prompt, courteous, corporate and helpful response is given when dealing with queries from, or initiating contact with service users, their representatives or outside agencies</p> <p>To positively promote and represent Redbridge Council.</p>
Equality Impact Assessments	<p>This will involve: Ensuring that Equality Impact Assessments are completed for policy and service areas. For example undertaking analysis of the Responsive Repair Satisfaction Survey/ complaint data to identify trends and opportunities for improvements</p>
Audits & Quality	<p>This will involve: Carrying out appropriate audits and quality assessments across the repairs process which may involve detailed specifications / composite codes of works itemised from the NHF schedule of rates</p> <p>Monitor gas servicing to ensure 100% compliance</p>
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <p>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</p>

Data Protection/Confidentiality	<p>This will involve:</p> <p>Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</p> <p>Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures.</p> <p>Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</p>
Conduct and Whistleblowing	<p>This will involve:</p> <p>Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</p>
Safer Working	<p>This will involve:</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</p> <p>Being responsible for your own Health and Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</p>
Equalities	<p>This will involve:</p> <p>Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</p>
Customer Care	<p>This will involve:</p> <p>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</p>
Health and Safety	<p>This will involve:</p> <p>Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</p>

To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <p>Taking responsibility for continuing self-development and participating in training and development activities.</p> <p>Participating in the ongoing development, implementation and monitoring of the service plans.</p> <p>Supporting and contributing to value for money, service efficiencies and improvements.</p>
Flexibility	<p>This will involve:</p> <p>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</p>

Person Specification

Job Title:	Repairs Quality Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	HNC or equivalent qualification in a building-related subject and experience of maintenance and surveying services OR Extensive general experience of building Surveying in a social housing environment	A I	3
Minimum experience/ knowledge/ skills:	<p>Knowledge of contract administration in an Open Book Term Partnering arrangement</p> <p>Experience of managing day to day repairs involving works to residential properties with residents in occupation and void properties.</p> <p>Technical experience of identifying, specifying, monitoring, and quality checking responsive repair activity.</p>	A I A I A I	3
Minimum competencies: Customer service	Ability to liaise effectively with internal and external customers and other stakeholders in a customer focused environment to maximise customer satisfaction.	A I	2
Communicating and influencing others	Ability to liaise effectively with internal and external customers and other stakeholders in a customer focused environment to maximise customer satisfaction	A I	3

Working together	Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder	A I	2
Analysis and judgement	An ability to think laterally and develop creative and innovative ideas and solutions	A I	2
Planning, organising & achieving results	Ability to plan and organise tasks, think creatively in order to anticipate and solve problems, and to take corrective action where necessary to achieve satisfactory outcomes	A I	3
Adaptability	Ability to adopt a flexible approach to team working, be self-motivated and to be able to demonstrate an ability to work on your own initiative	A I	2
Signature of Employee:	Name:	Date:	