

**Job Description**

**Repairs Advisor**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes, and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

As a Repairs Advisor you will provide an excellent front-line service to our customers, mainly over the telephone. You will also communicate with customers online, by email and face to face.

You will ensure the correct diagnosis of repairs and schedule works for customers to deliver Right First Time fixes, as well as provide advice and support in relation to a wide range of property related queries.

**Your Team**

Your role sits within the Asset Management Team, whose overarching purpose is to ensure our customers live in well-maintained and safe homes. The Asset Management Team are responsible for providing an excellent repairs and maintenance service that meets the needs of our customers, whilst delivering a value for money service to ensure our homes remain affordable for our customers.

**Your** **Manager**

You will report to the Customer Service Team Leader.

**Your Key Responsibilities**

* Provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Provide an excellent front-line service to our customers over the telephone, online, by email and face to face, resolving queries at the first point of contact wherever possible.
* Ensure the correct diagnosis of repairs and schedule work for customers, working effectively to deliver Right First Time fixes.
* Determine the most appropriate repairs category based on the type of work required and the customer’s individual circumstances, ensuring repairs are booked in line with publicised timescales.
* Manage jobs from start to completion, ensuring the customer is informed where delays with work or materials are identified.
* Allocate repairs requests to operatives and contractors, communicating the details of the works order accurately, and ensuring the correct time allocation is made for each job.
* Monitor diaries to ensure that work is booked in a timely, cost-efficient way to maximise productivity.
* Monitor the repairs inbox and ensure requests are actioned and appointed within target.
* Accurately record all customer contacts and actions on CGA’s management systems.
* Contribute positively to the work of the Asset Management Team and its performance management culture, by achieving or exceeding targets and supporting the delivery and achievement of corporate objectives.
* Ensure customer feedback is utilised to improve our service delivery.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Call monitoring
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives

**Person Specification**

**Repairs Advisor**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Significant experience of working in a customer service role | ü |  |
| Experience of working to key performance indicators | ü |  |
| Experience of planning and scheduling work, and using a scheduling system |  | ü |
| Experience of working within the social housing sector |  | ü |

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| **Your Skills, Abilities and Knowledge** |  |  |
| Excellent levels of IT literacy specifically around Microsoft products | ü |  |
| Good organisation skills and the ability to prioritise tasks in a busy environment | ü |  |
| Excellent written and verbal communication skills to communicate with our customers showing empathy and understanding | ü |  |
| Ability to solve problems using initiative and ownership | ü |  |
| Ability to carry out basic fault finding over the phone using questioning and prompts | ü |  |
| A basic knowledge of household repairs and maintenance e.g. how to top up a boiler |  | ü |

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| **Your Qualifications and Training** |  |  |
| A customer service qualification |  | ü |
| An admin qualification at Level 2 or higher |  | ü |
| GCSE Maths and English at grade 4 / C or above or equivalent levels of numeracy and literacy | ü |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ü |  |
| Demonstrate excellent interpersonal and customer service skills | ü |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ü |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ü |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
|  | ü |  |  |  |

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| **Employee Signature** |  | **Date** |  |

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