

Created	June 2015
Updated	March 2022



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## Job Profile

**Job Title: Repairs Assistant**

**Reporting to: Fire Remediation Manager**

**Location: Plumer House**

### Job Purpose

To provide a variety of logistical tasks both office based, and at various Plymouth Community Homes properties, to facilitate the smooth running of Fire Team operations and supporting supervisors and operatives to effectively deliver a top performing, customer focused responsive and planned works programme.

### Main Duties and Responsibilities

Ensure that all reasonably practical actions are taken to ensure that all areas of the service obtain the highest possible efficiency and customer satisfaction.

- Issuing emergency works to the most appropriate available resource
- Planning schedules of responsive and planned works and issuing these to operatives ensuring that appointments are honoured, works are completed in the first visit if possible.
- To move resources and keep operatives fully employed minimising non-productive time.
- Ensuring all special order materials are available, delivered and ready to be collected.
- Identifying and informing supervisors of resource shortages at the earliest opportunity.
- Responsible for assisting supervisors in organising and arranging additional support if needed from sub-contractors
- To arrange the collection of waste after works have been completed
- To monitor lone working
- To react to exceptions, and solve ad hoc problems as and when they occur.

To visit properties and PCH sites to undertake any duties that are required to facilitate effective service delivery. To include

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- To meet and liaise with customers in dealing with non-technical issues

To undertake administration and other office duties to enable the supervisor to maximise the amount of time on site with customers and operatives. To include:

- Efficient management of the repairs IT System, ensuring that all information is accurately recorded, and reports run.
- To ensure that data is cleansed and issues are dealt with promptly.
- To raise orders for materials and sub-contractors.
- Co-ordinate and control queries received from tenants via the Call Centre and action as required
- To arrange appointments and inspections
- Run and present reports as required

To effectively communicate with and maintain good working relationships with all PCH colleagues, contractors and residents.

To proactively search out errors and rectify omissions and solve problems as required ensuring continual improvement of the services provided by PCH.

To work flexibly both in regards working practices and hours as the service dictates to ensure the delivery of a top performing, low cost, customer focused repairs service.

To undertake such duties as may be required that are regarded as appropriate to the grading of this post.

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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**Plymouth Community Homes**  
**PERSON SPECIFICATION**  
**(Repairs Assistant)**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b>	<p>Experience requiring the ability to organise and maintain a number of areas of work, in parallel.</p> <p>Positive attitude and demonstrable commitment to working in a demanding performance driven, customer-focussed environment is vital.</p>	Experience of working in a social housing repairs service.
<b>Knowledge</b>	<p>Knowledge of the function of social housing, and an appreciation of the role of the third sector in working with a diverse range of people, some of whom are socially or financially excluded or willingness to acquire this knowledge.</p>	<p>Knowledge of a social housing repairs service.</p> <p>Knowledge of Health and Safety Legislation</p>
<b>Skills / Abilities</b>	<p>Good with people. Ability to work well in a team.</p> <p>Ability to solve problems and contribute to the continual improvement of the service.</p> <p>Good communication literacy and numeracy skills</p> <p>Ability to use I.T. including Word, Excel, and Outlook applications.</p> <p>Ability to work quickly and accurately, on a range of duties.</p> <p>Ability to persist diligently with competing priorities, ensuring tasks are completed in a timely manner.</p> <p>Ability to produce and analyse reports in regards to the delivery of a repairs service.</p> <p>Ability to work flexible hours as the needs of the service dictates</p>	
<b>Qualifications</b>	<p>NVQ level 2 in business administration or equivalent</p> <p>Or 2 GCSE's at grade 4 and above (or equivalent) in Maths &amp; English</p>	

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	Or suitable relevant work experience.	
	Full driving licence	
<b>Physical Requirements</b>	Ability to access and move around offices and private homes and other PCH sites.	

**Note:** PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

## **GENERAL RESPONSIBILITIES**

### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

### **2. Standards of Business Conduct**

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

### **3. Health & Safety**

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **4. Equality & Diversity**

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

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## **5. Training and Development**

To attend appropriate training courses and supervision meetings as required.

## **6. Communication**

To attend staff and team meetings.

## **7. Risk Management**

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

## **PURPOSE OF A JOB DESCRIPTION**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

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## PCH Competency Framework

	Competency	The PCH Colleague
<b>Leadership</b>	Supporting employee growth	Keen to learn more about their role and the organisation and to build and acquire new skills and knowledge. Actively takes part in training opportunities they attend or take up.
	Interpersonal style and integrity	Has an enthusiastic and positive “can do “ attitude. Takes pride in doing a good job and contributing to PCH success and tenant satisfaction. Has good working relationships with colleagues and managers. Acknowledges the contribution made by others.
	Setting and monitoring direction	Understands the job and the performance standards required. Thinks about what they are doing and takes action to correct or improve their performance.  Is eager to learn new skills and do new things, checks and asks for help at the right time.
<b>Driving Business Performance</b>	Quality and Standards	Understands what high quality customer service looks like and constantly aims to deliver this. Thinks about how they can improve their contribution. Works accurately.
	Strategic Focus	Understands the key components of the business plan and makes a connection between this and the work they do. Recognises how their role fits into the “big picture”
	Understanding our business	Understands the role of the social housing sector and how it operates. Understands how their job fits into the business and that doing a good job themselves makes it stronger.
	Planning and organising	Can organise their work effectively on day to day basis and can plan and manage their time to deliver agreed targets.
	Problem solving/ decision making	Thinks about how things are done and how to improve. Open to new ways of working. Suggests areas for change that may help us provide a better service or be more efficient.
	Managing change	Accepts that change is a function of continuous improvement. Is comfortable with change and looks to use it as an opportunity to improve performance and the service we give.
	Communications and influence	Listens to managers and colleagues. Shares information to the right people at the right time. Aims to ensure key messages are delivered in a clear and timely way. Sees communication as a 2 way process.
	Managing finance, resources and risk	Understands the impact of their work and the choices they make on our costs. Tries to give value for money to the company and customer
	Digital Literacy	Takes ownership and responsibility for good customer service. Has good working relationships with customers, courteous and helpful, follows the Mary Guber principles. Manages customer expectations and keeps promises made. Sees things from a customer perspective and learns and improves from customer feedback.
<b>Part of the Team</b>	Team working	Plays an active part in making their team successful. Puts team above self. Carries out their role effectively and supports colleagues. Contributes actively to team meetings and activities.
	Partnerships	Understands that a successful Social Landlord needs social partners to make things happen and cooperates with them when necessary and appropriate
	One organisation	Embraces the values and beliefs of PCH and demonstrates them in their day to day performance of the role. Good ambassador for PCH and tells others good things about us.
	Diversity, community and society	Understands that we are all different and might need a different approach or some consideration to achieve the same goals.

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