

JOB DESCRIPTION

POST TITLE:	Technical Support & Repairs Officer
POST NUMBER:	HB52
DEPARTMENT:	Housing
DIVISION:	Operations
GRADE:	E
RESPONSIBLE TO:	Building Services Office Manager
RESPONSIBLE FOR:	No line management responsibilities
LIAISON WITH:	District Council colleagues at all levels, Elected Members, Members of the Public and other agencies.

KEY CORPORATE ACCOUNTABILITIES:

- To work flexibly to support the work of Housing and Building Services by providing administrative and clerical support to all officers within the Housing Teams.
- To provide first and second line support to diagnose all tenancy and repair enquiries from customers in accordance with policy, procedure and legislation.

KEY SERVICE ACCOUNTABILITIES:

1. To act as a single and central point of contact for customers, stakeholders and Council officers, in order to provide a consistent and streamlined housing service.
2. To provide high quality service delivery and support to customers and all other officers within the Housing Teams, supporting day to day administration, triage and correspondence.
3. To promote a culture of customer focus when dealing with the general public, tenants, stakeholders and other customers, taking account of the Council's policies and procedures. This will involve communication over a number of methods including verbal, written, electronic and face-to-face.
4. To take good quality information from Customers, Officers, Elected Members and the general public, using diagnostic software and triage systems to aid accurate reporting and determining priorities for maintenance and tenancy work.
5. Ensure that all customer enquiries are dealt with in line with Council service standards, aiming to resolve simple queries at first point of contact, or at second point for complex or multiple queries.
6. Raise official works orders and tenancy inspections; make appointments and commission operatives, contractors, inspectors or Housing Officers to attend properties when appropriate.
7. Update ICT systems with job/property/tenancy history and financial information to aid the production of performance reports.

8. Monitor job progress in all aspects of the day-to-day repairs, property terminations, sign-ups, and inspections.
9. To be responsible for overseeing front line officers' holiday, sickness and other absence on diaries and ensuring that sufficient trade resources and cover are available at all times, reporting any conflicts to relevant line manager.
10. Check work allocated by the ICT system and authorise work to officers and operatives. Moving assigned tasks if required to a more appropriate officer, area, or change time allocation as appropriate. Ensure that tasks are being allocated correctly, efficiently and that the system is producing maximum productivity.
11. Maintain databases, spreadsheets and filing systems (electronic and paper systems). Undertake scanning, file-weeding and paper shredding with regard to the documentation guidance for the service
12. Run and review statistical information regarding overdue repairs or tenancy related tasks, taking action to reduce any outstanding works on a daily basis.
13. Process official orders, deliveries and invoices, using the Council's procurement system. Taking payments from customers over the phone for rent, fees or rechargeable repairs, as well as taking details to arrange compensation payments.
14. To support the management of the non-housing stock, including advertising vacant garages, managing allocations and waiting lists, inspecting sites, making offers and carrying out sign-ups for garages.
15. Management of keys for communal areas, void properties and void garages.
16. To contribute to service and personal development in co-operation with other colleagues, seeking continual personal, professional and service development.

OTHER DUTIES: In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

HEALTH AND SAFETY: The Council has a Health and Safety Policy which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

RISK MANAGEMENT: All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Senior Manager.

DATA PROTECTION: It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

SAFEGUARDING CHILDREN AND ADULTS AT RISK:

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using the [government DBS Tool](#) that this role is required to hold a Basic DBS level check. The basis on which this form of DBS is renewed is explained further within our DBS policy.

MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs
Changing & Improving	You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner
Making Effective Decisions	You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions
Delivering Quality, Value & Pace	You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner
Leading by Example	You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all
Communicating & Influencing	You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others
Building Capability	You focus on continuous learning and development for self, others and the organisation as a whole
Collaborating & Partnering	You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support

PERSON SPECIFICATION

Technical Support & Repairs Officer



	ESSENTIAL	DESIRABLE
Qualifications and Experience:	• Experience of working with and assisting the general public • Good standard of Education or equivalent in English and Maths - Minimum Level 2 (A* - C) • General office experience • Experience of working in a Housing or Maintenance environment.	• Experience of working in a call centre environment • Broad knowledge of Housing or Health & Safety Legislation. • NVQ Level 2 or equivalent in Business Administration or Housing. • Minute taking experience or qualification
Knowledge and Expertise:	• A working knowledge of customer care principles, tools & techniques. • General understanding of diagnosing housing repairs and/or general tenancy knowledge • Experience of dealing with conflict or challenging behavior effectively.	• Basic knowledge of Building Repairs and Maintenance • Some knowledge of workings of Local Government • Knowledge of computer based repairs and diagnostic systems.
Skills:	• Proven administrative skills with a demonstrable ability to organise a diverse workload with a wide range of tasks • Good communication & interpersonal skills, with the ability to communicate regularly and openly at all levels. • Proven skills in the use of Microsoft Office suite • Excellent written and oral communication skills, able to write letters, memos, take minutes and file notes with the minimum of supervision. • Excellent organisational skills, with the ability to plan and	• Skilled in the use of other computer applications and databases. • European Computer Driving Licence • Customer Service training

	ESSENTIAL	DESIRABLE
	prioritise effectively. Confidence to deliver difficult messages in accordance with policy.	
Personal Attributes:	- Committed to equality of opportunity and understanding of diversity issues. - Responsive and supportive to the team and colleagues - To be methodical and able to work on own initiative, identify and resolve challenges. - Be able to work to tight deadlines. - To have an awareness of Health & Safety and Risk Management - Demonstrate commitment to Customer Care in all activities - Be able to work flexibly as part of a Team	Actively consults and listens to others
Special Requirements:	Flexibility and willingness to occasionally work out of office hours, such as evening meetings on a rota basis.	Full UK driving license and willingness to travel throughout the district as required.