



Job description

Job title:	Existing Repairs Team Leader
Responsible to:	Property Administration & Compliance Manager
Responsible for:	Customer Repairs Advisors and Property Administrators
Purpose of the post:	Manage a team of Customer Repairs Advisors and Property Administrators, providing leadership and guidance to ensure the smooth operation of our repairs phone line. Ensure the team deliver excellent customer service, resolving enquiries in real time.

Key areas of responsibility:

1. Ensuring Hastoe's existing repairs phone line provides an excellent service for our customers and that call handlers are able to resolve customer enquiries on the call.
2. Line managing a team of around seven Property Administrators and Customer Repairs Advisors, including:
 - Regular one to one meetings, performance appraisals, KPI and objective setting and performance management of the team as required.
 - Developing a training and development programme for the team.
 - Undertaking recruitment when necessary; training and inducting new members of the team.
 - Conducting regular call reviews and deliver feedback to team on quality of call and compliance to call flow.
 - Providing administrative support to our East/West regions
 - Liaising with Repairs Officers when required to resolve queries
 - Raising tasks to Repairs Officers and other colleagues to keep them updated on progress or for when escalating issues.
 - Arranging inspections of behalf of Repairs Officers.
 - Following up on satisfaction surveys as required.
3. Ensuring operating systems are kept up to date.
4. Taking a proactive approach to establish if work has been completed to target, promptly instructing contractors if extra work is required, whilst ensuring the team contact customers to follow up on outstanding repairs.
5. Responding to and following up any escalated or complex enquiries that were unable to be resolved immediately, taking personal responsibility for ensuring these are progressed as swiftly as possible and that customers are kept up to date.



6. Deputising in the absence of the Property Administration & Compliance Manager, specific to Existing Repairs and Administration.
7. Escalating concerns regarding substandard contractor performance to Maintenance Manager and Contract Administrator.
8. Notifying developers of warranty/defect issues within new properties and liaise with the Development team where necessary.
9. Providing statistical information relating to existing repair enquiries to the Property Administration and Compliance Manager, monitoring call volumes and ensuring there is adequate cover for phone lines at all times.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• GCSE Grade C or above English and Mathematics, or equivalent• Willing to pursue training and development activities as required.	<ul style="list-style-type: none">• Educated to A Level standard (or equivalent).
Skills and Experience	<ul style="list-style-type: none">• Experience of managing a team.• Previous call centre management experience.• Proven track record in delivering excellent customer service.• Proficient in the use of Microsoft Office applications (Word, Excel, Outlook, Power point).• Clear communication skills, both oral and written.• Interpretation and reporting skills, with the ability to gather, process and communicate information effectively across a wide range of audiences.• Excellent telephone manner.	<ul style="list-style-type: none">• Experience of asset management in a social housing context.• Experience of using CRM systems.• Track record of delivering training activities.
Personal Attributes	<ul style="list-style-type: none">• Good attention to detail.• Results driven.• Ability to manage people, dealing with performance issues as necessary.• Assertive where necessary, whilst remaining sensitive and calm.• Ability to cope well under pressure.• Resilient and confident in dealing with complex issues.• Able to organise and prioritise workload for self and others.• Willing to take on new ideas and translate them into working practice.• A positive approach to customer service (for both internal and external customers).	
Other	<ul style="list-style-type: none">• Able to travel occasionally to other Hastoe sites and contractor offices as required.• Able to attend evening meetings as required.	<ul style="list-style-type: none">• Valid UK driving licence and use of own vehicle.