



Job Description

Job Title: Repairs Technical Officer

Responsible to: Contracts Manager

Purpose of Job:

- To provide technical support to the Property Services Team in the delivery of responsive repairs.

Key areas of responsibility:

1. Providing technical support and advice to the Property Services Team and Customer Services Team, including but not limited to;
 - Reviewing complex customer repair requests, raising orders using appropriate National Schedule of Rates (SOR) codes and ensuring contractors are provided with a detailed description of the works.
 - Reviewing follow-on works identified by contractors, raising orders for works, challenging misuse of codes and/or potential duplication.
 - Updating customers and IT systems in a timely fashion, ensuring information is up to date and visible to others across the business.
 - Assessing contractor variations.
 - Reviewing consultant and contractors' survey reports and raising repair orders where required.
 - Reviewing high repair properties and triaging outcomes
2. Reporting trends in contractor performance e.g. use of SOR codes, duplications, variations and first-time fix statistics, to the Property Services Manager on a monthly basis for use at contractor meetings.
3. Reviewing contractor void specifications and raising orders for void works in line with voids policy and procedure.
4. Raising appropriate fire risk works following a fire risk assessment and maintaining oversight of works.
5. Reviewing ad hoc component replacement requests.



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 or equivalent in English Language and Mathematics. • Possess ONC/ City & Guilds (or equivalent) qualification in a building-related topic or proven experience. 	
Skills and Experience	<ul style="list-style-type: none"> • Excellent organisational and communication skills. • Computer literate; able to use Microsoft Office, Word and Excel and able to quickly learn new systems. • Able to diagnose repair works and specify remediation. • A good understanding of building construction and willing to undertake training. • Previous experience in using the National Schedule of Rates. 	<ul style="list-style-type: none"> • Experience of housing maintenance work in a housing association, local authority or similar organisation.
Personal Attributes	<ul style="list-style-type: none"> • Customer Inspired: A positive approach to customer service (for both internal and external customers). • Open and Transparent: Able to listen, learn and improve. • Professional: Able to take ownership of your actions and cope well under pressure. • Passionate: Able to go the extra mile to find solutions and meet deadlines. • Enterprising: Willing to seek new learning experiences. • Able to work on own initiative, to organise own workload and establish priorities. • A commitment to the provision of a quality service. • Able and willing to work and participate as a member of a friendly and good humoured team. • Self-motivating / self-reliant. 	
Personal Circumstances		<ul style="list-style-type: none"> • Full valid UK driving licence.