

# Role Profile and Specification - Building Maintenance Officer

<b>Service Area</b>	Housing
<b>Role Title</b>	Building Maintenance Officer
<b>Location</b>	Warren Lane Depot /Agile
<b>Reports to</b>	Building Maintenance Manager
<b>Salary/Grade</b>	TA1
<b>Duration/Hours</b>	37 hours per week

## Service Area Purpose

The Building Maintenance team is responsible for operating a customer focused, responsive repairs service for the Council's housing stock and other Council property. The range of service delivery includes reactive and planned repairs for Council owned homes, commercial and public buildings. Building Maintenance also work closely with our surveyors within Property Services regarding escalation and specialist work, as well as the wider Housing Department.

## Job Purpose

This role supports the overall delivery of Building Maintenance services. This involves responding to calls and emails for repair requests - triaging, prioritising, raising jobs, agreeing appointments - and updating job progress through to financial completion.

This is a desk-based role involving direct contact with customers, contractors and other internal teams via telephone and email exchange.

## Key Objectives

- Provide administrative support to enable the overall delivery of Building Maintenance services.
- Be the first point of contact for customers requesting repairs to Council housing stock and other Council property, answering, and responding promptly and efficiently to incoming calls and emails – triaging and prioritising requests.
- Track all jobs through to practical completion, progress-chase any delays.
- Check and process invoices submitted by contractors – check and agree values and submit for payment.
- Ensure system data is current and accurately reflects repair histories.

## Specific Responsibilities

- Act as a first point of contact for repair and maintenance enquiries, obtaining full repair information, accurately diagnosing and triaging repairs or follow on works.
- Book repair to the appropriate resource (in-house Operatives or approved contractor), schedule of rates (SOR) code and completion priority.
- Schedule working time for Operatives within team resource calendar and agree appointments with customers as appropriate.
- Progress-chase any overdue jobs.
- Financial reconciliation - establish jobs are completed on time and invoices from contractors accurately reflect the works instructed, before submitting for payment.
- Ensure records are logged and updated via the CRM system and Microsoft Office applications from initial repair request through to financial completion in a timely manner.
- Provide excellent customer service to all our customers, and be clear, concise, polite and helpful.
- Liaise from time to time with Building Maintenance Supervisors, and Surveyors from Property Services, regarding escalation matters and specialist work.
- Obtain and maintain an overall knowledge and understanding of Building Maintenance.
- Ensure IT Security and Data Protection Legislation is adhered to.
- Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
- Identify value for money opportunities to get service right first time.
- Be aware of Key Performance Indicators (KPIs) relevant to Building Maintenance and understand how your role influences these.
- Carry out any other duties within the scope, spirit and purpose of the job requested by management as duties and responsibilities change.

## Person specification

### Qualifications / Education

Essential
<ul style="list-style-type: none"><li>• GCSE English and Maths; or equivalent qualifications or experience.</li></ul>

## Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Delivered excellent frontline customer services in a busy operational environment.</li><li>• Worked in a role with a similar level of ownership and responsibility.</li><li>• Problem solving issues to resolution</li></ul>	<ul style="list-style-type: none"><li>• Experience within Local Authority/social housing/construction, or an alternative social housing or operational call-centre</li><li>• Experience inputting to, and using, CRM or in-house database systems.</li><li>• Experience scheduling works for a team or multiple operatives.</li></ul>

## Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"><li>• Excellent telephone manner clearly spoken, concise, polite, uses accurate information, remains calm.</li><li>• Accurate numeracy skills – basic Excel skills, able to check manual invoicing values.</li><li>• The ability to establish and maintain good customer/client relationships.</li><li>• Be a team player who can work in a flexible and supportive manner.</li><li>• Good time management, planning &amp; organisational skills.</li><li>• Able to work with minimum supervision as part of a team.</li><li>• Experienced multi-tasker from a busy office environment.</li><li>• Understanding of the broad requirements of the data protection principles.</li><li>• A commitment to equality and diversity.</li></ul>	<ul style="list-style-type: none"><li>• Have relevant experience as a call handler and/or administrator.</li><li>• </li></ul>