

JOB DESCRIPTION & PERSON SPECIFICATION

Repairs & Maintenance Advisor

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Asset & Repairs Manager
Direct reports:	None
Department:	Housing and Neighbourhoods

JOB SUMMARY: You will work as part of a team to provide high quality customer care, taking ownership and accountability for resolving calls, emails, and face to face interactions from our residents. You will be one of the first points of contact for ISHA residents, contractors, and other stakeholders, so the impression you leave on others is important and reflects ISHA and our values. You will be efficient at triaging repairs queries quickly and accurately while raising repair requests to the appropriate contractors.

PRINCIPAL RESPONSIBILITIES:

1. Manage all incoming calls, correspondence (via various means) and other queries at the first point of contact, accurately and consistently to deliver excellent customer satisfaction, always maintaining a positive and professional attitude.
2. Ensure queries are forwarded to the most appropriate colleague and/or department to manage whilst maintaining excellent customer service and maintaining ISHA's quality standards and targets.
3. Communication effectively with both internal and external customers, focusing on the needs of the customers/residents whilst ensuring that services and methods of delivery meet their needs and expectations.
4. Answer resident queries – proving repairs knowledge and guidance to assist them in resolving issues.
5. Use initiative, proactively manage work orders using IT systems ensuring that variations and complex orders are managed and coordinated, and accurate records are in place to monitor through to completion.
6. Carry out customer satisfaction surveys and communication with customers to discuss and resolve repairs issues and to escalate, as required.
7. Have input into handling of customer service complaints and strive to always resolve to a satisfactory resolution.
8. Develop and maintain good working relationships within your team, and the wider Team ISHA by sharing information and making a positive contribution by working proactively towards organisational goals.
9. Develop and maintain good working relationships with external stakeholders, including contactors and local government colleagues.
10. Keep informed of new and changing legislation relevant to the post.
11. Be able to identify own training needs, taking some responsibility for own development.

12. Attend training to develop knowledge, skills, and expertise, as required.
13. To attend and contribute to support and supervision and appraisal meetings with the manager to further your own development.
14. Attend relevant internal and external meetings, as and when required.
15. Take ownership and responsibility for any service-related complaints/queries from customers ensuring that the customer experience is positive, professional and within set timescales.
16. Ensuring data protection regulations are adhered to and that sensitive data is handled in accordance with relevant legislation and organisation procedures.
17. Abide by ISHA's confidentiality policy and procedures.
18. Carry out any other duties consistent with the post that may be required from time to time, at the direction of the manager.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

1. To ensure you comply with ISHA's procedures for promoting and safeguarding residents appropriate to your role.
2. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
3. To comply with ISHA's Code of Conduct, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
4. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents

PERSON SPECIFICATION – Repairs and Maintenance Advisor.		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Good general education with excellent literacy and numeracy skills.	✓	
3.	Certificate in Housing (Level 2)		✓
Experience			
4.	Experience working in a customer focused environment, preferably with experience working in a contact Centre environment.		✓
Knowledge & Skills			
5.	Excellent attention to detail.	✓	
6.	Excellent customer service skills.	✓	
7.	Ability to take initiative to resolve front line customer service enquiries.		✓
8.	Social Housing and Maintenance knowledge.		✓
9.	Ability to analyse information to present to internal and external customers.		✓
10.	Ability to work flexibly and co-operatively to ensure that operational service priorities are met.	✓	
11.	To be able to provide appropriate advice and support to others.	✓	
12.	Ability to organise own work while maintaining standards, using own initiative, to be able to work independently with minimal supervision.	✓	
13.	Strong administration skills.	✓	
14.	Excellent attention to detail.	✓	
15.	Ability to use systems and follow processes, to manage and record resident contracts and ensure resident information is captured and updated.	✓	
16.	Good interpersonal skills and the ability to relate to a wide cross selection of people both face-to-face and on the telephone, respecting views, values, and culture that may differ from your own.	✓	
17.	Excellent telephone manner – polite, professional, and helpful.	✓	
18.	Safeguarding knowledge that is appropriate to your role.	✓	
19.	Ability to work under pressure and to meet targets and deadlines.	✓	
20.	Professional, Flexible and enthusiastic approach to work.	✓	
21.	A high level of proficiency using Microsoft Office.	✓	
Values			
22.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers 	✓	

	<ul style="list-style-type: none">• Trusted to make the difference• Respect for everyone		
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