

JOB DESCRIPTION

JOB TITLE:	Rechargeable Repairs Coordinator
GRADE:	7A
REPORTING TO:	Void Manager

ROLE SUMMARY

In conjunction with Senior Managers and Team Leads, ensure that believe housing's Property Repairs Team is developed as a flagship service that is great, consistent, and modern.

As part of the Property Repairs Team the main requirement of the role is to implement the believe housing Recharge Policy. The role requires an enthusiastic, flexible, passionate and motivated approach in delivering the policy. The role will require the individual to work under their own initiative and as part of the wider team as our Rechargeable Repairs Coordinator, helping us develop our processes and identify and recover rechargeable repairs.

There will be a requirement to work across the organisation and with frontline staff to identify and record any rechargeable repairs and recover costs by engaging with our customers.

The role also requires a high level of customer support which will mean working with all relevant departments i.e. tenancy sustainment, neighbourhoods and the income team.

MAIN DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

DELIVERY

1. Provide a customer focused rechargeable repairs service for believe housing, its tenants and former tenants to recover money for the organisation
2. To ensure staff and customers understand their obligations in line with the rechargeable repairs policy.
3. Provide information, support and guidance to customers on financial matters and work together to develop individualised budgeting plans for customers having difficulty paying their rechargeable repairs payments.
4. Establish and agree realistic payment arrangements with customers considering their individual circumstances.

5. Work with the Property Repairs Teams to improve practices to create a robust rechargeable repairs service.
6. Work in partnership with the police to cross-check that claims of criminal damage are genuine.
7. Collect and pursue rechargeable repairs by the most appropriate method of recovery and enforcement.
8. Maintain accurate records and send correspondence to customers in line with believe housing policies and procedures.
9. To prepare statistical data to inform stakeholders of key performance measures, including cost recovery.
10. To prepare and request detailed reports where needed to provide guidance to Property Repairs Senior Managers and Team Leaders to make informed decisions.
11. Liaise with the Income Team and other relevant departments outside of property repairs to ensure that the service is aligned and efficient.
12. To challenge service delivery and contribute to and support improvements to ways of working while ensuring customer expectations, value for money and performance indicators are met.
13. Visit customers who are not engaging to offer support and keeping 'eyes wide open' to look for concerns for wellbeing or property condition.
14. Liaise and deliver a high-quality service to internal and external stakeholders and other support agencies, to investigate damages, book appointments, discuss in-depth cases and arrange visits.
15. To resolve complaint and dissatisfaction cases, from both within and external to believe housing, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
16. Maintain, input and extract information from the housing management systems, creating chargeable accounts and storing information of photographic evidence of rechargeable repairs provided to assist with pursuing charges.
17. Ensure compliance with Health and Safety legislation and regulations are managed and monitored within day-to-day operations, while contributing to a holistic culture of safety across the directorate.
18. Act as a professional and positive role model for all staff within believe housing, demonstrating a can-do attitude in line with believe housing's vision and values.
19. Do the right thing for our people, for our customers, for our business.

PERFORMANCE MEASURES

- Operational KPIs
- Customer Satisfaction targets
- Compliance with legislative and regulatory standards
- Adherence of the Health and Safety Policy
- Delivery of strategic and team projects
- Contract management performance measures
- Budget v spend
- Demonstrating corporate values, attitudes and behaviours

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to GCSE standard, A-C or equivalent, particularly in English and Maths.
- Demonstrable customer experience skills in a frontline role, with the ability to manage challenging situations and conduct difficult conversations.
- Ability to build relationships with managers and staff at all levels, along with external stakeholders and customers.
- Experience of providing, collating and producing accurate work, for example correspondence, reports, numerical and statistical information using computerised packages.
- Knowledge and experience of using IT systems and able to extract, analyse and use information to inform decisions.
- Good understanding of value for money principles
- Good understanding of business activities, including finance, ICT, governance, health and safety, and diversity requirements.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Interpersonal skills of listening, relationship management and emotional intelligence.
- Excellent communication skills, a skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, and colleagues, to include report writing and presentations.