

# Senior Housing Repairs Co-ordinator

**Salary Range: £39,336 - £44,878**

**Grade: Level 3 Zone 2**

**Location: Holmes Road Depot**

**Reports to: Head of Property Customer Services  
& Engagement**



# About the role

This is a key role within the council and will have full responsibility for all initial and ongoing customer contact within the Housing repairs contact centre. You will carry out the planning and scheduling of high volume responsive repair works from end to end (inception to completion) across a designated geographical or service area. Allocating works orders to trade staff ensuring the correct prioritisation, trade and sequence of work is controlled and managed order. You will act as first point of contact for trades staff and contractors to allocate repairs, monitor progress and update repairs systems in real time through to practical completion of work. Track and monitor outstanding (not completed) works to ensure a comprehensive repairs service is delivered.

At all times there will be a focus to improve the customer experience and deliver a first-class customer experience.

To diagnose repairs accurately, raise orders on IT systems to contractors and book appointments.

Experience of accurately processing service requests in line with policy and to provide advice and information to customers ensuring that all service requests are processed to Camden Council's performance and standards, policy and procedural guidelines including statutory, complying with the Data Protection Act and the Freedom of Information Act.

To work pro-actively with team members to improve customer service delivery and to conduct outbound calls as required. Also, to deal with customer complaints in accordance with the Complaints procedure and to escalate cases to Team Leaders as appropriate.

To contribute towards the overall service objectives and targets of the Housing Repairs Operational Team. Also, to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.

To work to necessary shift patterns and rotas as instructed by the Team Leader and to provide cover for

# The things you'll achieve

To ensure all trade resources are utilised to their full potential, while maintaining customer focus and seeking to enhance the customer experience and to actively manage the workload of multiple operatives, monitoring timings and ensure job completion by the end of each working day.

To work closely with repairs supervisors, as a part of the Housing Services team to plan and co-ordinate the working day of Operatives to ensure all works are appointed to the satisfaction of the customer, while maximising efficiency and completing each task within the specified time allocations.

# About you

## Experience

You'll be experienced in achieving set targets for call handling and order processing.  
You'll be experienced in working with support teams to achieve results, and by working with teams across the council.

You'll have the ability and proven experience in delivering and achieving results as part of a team, by engaging and supporting the team to be the best they can be.

Experience of dealing with high call volumes in a professional, polite, sensitive, efficient and timely manner, to a high standard of customer care using the appropriate greeting, including name, adapting methods of communication to meet the needs of the customer and ensuring that a positive image of Camden Council is projected.

## You have

In depth knowledge of processes and able to train, support, mentor and guide other staff members along with offering direct support to the Management team.

Excellent understanding of rotas, training practices and peer support.

You'll be a people person who enjoys and has the ability to engage large teams through effective and personable communication.

You can demonstrate how things can be done differently to increase customer satisfaction.

# Other important information...

## People management

*None*

## Work environment

You'll be based at Holmes Road Depot

## Who you will be working with

Scot our Head of Property Customer Services & Engagement, Tony our Head of Repairs and Operations, Performance Manager, Housing repairs contact centre Team Managers, Repairs Operations Managers, HR Business Advisor and Service Managers across the organisation

## The application process

*We aim to get back to applicants within two weeks of the closing date. If successful to shortlisting we will contact you to arrange an interview – our preference is to be in person. It will be a question and answer session comprised of competency based questions.*

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

