

Job Profile Information: Repairs Support Officer

This supplementary information for Repairs Support Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide a comprehensive support service to the operational repairs teams, including the administration and maintenance of the local IT systems. To assist with the control of expenditure to aid the processing and payment of invoices.

Example outcomes or objectives that this role will deliver:

- Work flexibly and creatively with the repairs team to ensure smooth running of the in-house systems and ensure business processes are being adhered to.
- To develop and maintain an environment of continual learning, by identifying root cause patterns in barriers and obstacles to the works; outside of existing processes and procedures and address these collaboratively and creatively with colleagues and senior officers.
- To provide a comprehensive support service for our in-house systems and internal staff, troubleshoot where necessary and work closely with ICT colleagues where required.
- Set-up and maintain smart phones and other devices in line with business practices.
- Develop solutions to aid continuous improvement for the service including testing new developments and reporting issues before go-live.
- Ensure office supplies are maintained and assets are tagged for easy auditing.
- Configure users on various systems including but not limited to vehicle trackers, scheduling system, Rocc.
- Run, create and schedule reports from business systems to support service delivery.
- Aid with the invoicing process to ensure costs are accurate and help to answer queries from colleagues where appropriate.
- To assist in training and coaching staff on housing systems and develop training materials as required.

People Management Responsibilities:

- No direct line management responsibility

- Point of escalation for trade staff technical faults.

Relationships:

- Proactive customer management to ensure high levels of satisfaction and positive perceptions.
- Engage with members and tenants on operational issues.
- Strong influencing skills and able to direct and manage operatives and liaise with supervisors and managers

Work Environment:

- Operational repairs delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.

Technical Knowledge and Experience:

- Educated to GCSE Standard (including Maths & English).
- Detailed knowledge of DRS / PDA Systems in a social housing environment.
- Detailed knowledge of MS office applications.
- Experience in processing invoices and purchase orders to ensure costs are accurate.
- A good understanding of Customer Service Level Agreements and Key Performance Indicators.
- Experience in service/operational delivery support
- Ability to meet deadlines, targets and schedules, and work in a team.
- Able to work in a busy and demanding environment.
- Excellent communication and people skills.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Chart Structure

