

## **Job Profile Information: Repairs & Operations Coordinating Officer**

**This supplementary information for Repairs & Operations Coordinating Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 2.**

**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:**

Reporting to the Operations Planning Manager with a dotted line to the Repairs & Operations Team Leaders, you will monitor and evaluate the work of the service in conjunction with Client Management Officers (CMO), Complex & Disrepair managers, Senior Officers and elected members to ensure that all interactions are being used to understand and improve services.

Assist the disrepair department to find resolutions involving other departments within LBC and external contractors. The role requires innovative and robust administrative skills, a good knowledge of housing software and MS Office suites. You will be working in a front line environment with residents, understanding their specific needs and requirements, including those who are vulnerable, elderly and disabled.

### **Example outcomes or objectives that this role will deliver:**

- Work as part of the complex and disrepair teams in both North & South districts to analyse, process and prepare disrepair data to aid with the operational deliver of the repairs. Attend disrepair meetings and be the vital link between operational deliver and the legal team.
- Work flexibly and creatively with the complex and disrepair teams to ensure the delivery of repairs works to deliver a home that is fit for purpose to meet the individual needs of the resident.
- To support repairs management to resolve repairs issues for residents at the earliest opportunity, troubleshooting issues to best meet the varying needs of our members and other enquiries submitted by the Council's directors.
- To develop and maintain an environment of continual learning by identifying root cause patterns in barriers and obstacles to the work; outside of existing processes and procedures and address these collaboratively and creatively with colleagues and senior officers.
- To coordinate and ensure timely responses for repairs or issues across departments within the Council, on behalf of the HoS.
- Monitoring and evaluating both individual practice; that of contractors and those of the service and wider team.
- Take a resident focussed approach in assisting with enquiries.

### **Relationships:**

- Work closely with officers within the Repairs Teams, Contact Camden, Neighbourhood Team, senior officers and elected members to meet resident needs effectively.
- Work closely with trades, contractors, and sub-contractors.
- Constructively support and challenge colleagues and build capabilities.
- Work closely with and develop partnerships with other agencies, teams, and colleagues to deliver a service consistent with changing needs.

#### **Work Environment:**

- Working proactively in our neighbourhoods involving a significant number of visits to accommodation and other agencies.
- Carrying out home visits to sometimes vulnerable tenants as required.
- Working in 5 Pancras Square, Holmes Road and other Camden offices and homeworking when not out in borough.

#### **Technical Knowledge and Experience:**

- Strong ability to use initiative to meet the needs of our properties and neighbourhoods creatively and innovatively to explore possibilities for improvement and more effective delivery.
- To creatively address problems and barriers outside of existing processes.
- Strong ability to manage budget and performance monitoring and reflect and address trends and patterns in relation to these.
- Ability to devise and develop innovative solutions to repairs problems and ability to relate these to the customer experience.
- Understanding of Health and Safety.
- Strong understanding of the wider maintenance obligations of the Council.
- Ability to work unsupervised in a Right First Time environment.
- Ability to interrogate and effectively use IT systems such as repairs databases and MS Office suites.

## 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

## Chart Structure

