

Job Profile Information: Repairs Neighbourhood Coordination Officer

This supplementary information for Repairs Neighbourhood Coordination Officer is for guidance for Job Level 3 Zone 2.

Camden Way Category 3.

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:

Accountable to the Operational Planning Manager; the post holder will monitor and evaluate the work of the service in conjunction with other Neighbour Housing Officers and Managers, Heads of Service, Senior Officers and elected members to ensure that measures data is being used to understand and improve services.

The role requires innovative and robust administrative and skills, working creatively with a range of internal and external colleagues. At the same time 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 flexibly and creatively to ensure the delivery of repairs works end to end to deliver a home that is fit for purpose to meet the individual needs of the resident. This post is responsible for innovative and autonomous decision making about required works and ensuring the delivery of these through internal teams, specialist contractors and where applicable sub-contractors.
- To support Neighbourhood Homes Officers to resolve repairs issues for residents at the earliest opportunity, troubleshooting issues to best meet the varying needs of our residents.
- To also make innovative decisions about payment for works completed to our homes, taking a long term approach to financial conditions.
- 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 find ongoing solutions and address these continually and creatively outside of existing processes and systems of work.
- Monitoring and evaluating both individual practice, that of contractors and those of the service and wider team.
- Assisting with developing an understanding of repairs in the Neighbourhood team to meet the needs of residents.

- Take a resident focussed approach, based on the varying needs of Camden's incoming tenants, and our hugely diverse stock (1/3 of buildings are listed, a variety of sizes and states of repairs).
- To work across a range of diverse service boundaries to address cross cutting barriers impacting on delivery of effective service to our residents.

People Management Responsibilities:

None

Relationships:

- Work closely with officers within the 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;
- Working in 5 Pancras Square and other Camden offices and homeworking when not out in locality;
- Attendance at external meetings, sometimes outside normal working hours, may be required.

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 the RRO and Fire Protection regulations;
- 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.

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

See overleaf for structure chart

