

## **Job Profile: Senior Housing repairs Co-ordinator – Housing Repairs Contact Centre**

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**Job Grade: Level 3, Zone 2**

**Salary Range: £36,984 - £42,526**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **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.

### **About you**

#### **Contact Centre and Planning knowledge and tasks**

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.

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.

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 other members of the team during periods of sickness and annual leave as per the needs of the business.

To undertake any other duties commensurate with the role of Housing Repairs Co-ordinator

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.

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.

### **Leadership**

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.

### **Collaborator**

You'll be experienced in working with support teams to achieve results, and by working with teams across the council

### **Innovator**

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

### **Deliver high performance results**

You'll be experienced in achieving set targets for call handling and order processing.

### **Engaging and a clear communicator**

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

### **Work Environment:**

You'll be based at Holmes Road

### **Relationships:**

Head of Property Customer Services & Engagement, 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

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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) or post to 5 Pancras Square, London, N1C 4AG,

### **Note:**

This document 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.