

Job title: Market Place Repair Administrator

Line manager: Market Place Team Leader

Grade (if applicable):

Direct reports: n/a



Role purpose:

As a Market Place Repair Administrator, you will be an integral part of the delivery of Peabody's repairs, maintenance and property services. Working within our operational Market Place Team, and reporting into your Team Leader, you will be responsible for the back office administrative support delivering day to day repairs across varying regions. You will work closely and collaboratively with colleagues, stakeholders and customers across Peabody, driving improvements and offering a first-class service to our customers.

You will be organised, accountable and customer focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs
- Disrepair; damp, mould & condensation; EHO and escalated cases
- Empty Homes / Voids
- Aids & adaptations
- Planned Preventative Maintenance and proactive case management
- Service delivery for repairs managed through the DPS Marketplace
- Planning for the in-house DLO
- Professional property related services

As a Repair Administrator, you will:

- Be a customer facing member of the team, supporting our customers and operational teams in the delivery of property services;
- Ensure the provision of excellent customer service and experience to all stakeholders to maximise customer satisfaction;
- Advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified;
- Communicate with and support contractors where required in order to provide a seamless service for both them and residents;
- Provide relevant support to the various teams within the service;
- Deal with routine enquires from external agencies, internal customers and stakeholders in a professional manner within pre-agreed departmental and company timeframes;
- Support the wider business teams in the investigation, management and response to complaints from customers;
- Manage enquires and requests for service via the telephone, computer and all other means of communication that come from internal and external customers;
- Ensure our customers are regularly and clearly communicated with, kept up to date on progress and their expectations managed;
- Monitoring progress of works, liaising with contractors to ensure works are completed in target, raising works orders, monitor outcomes and completion targets;
- Work in collaboration with other departments to ensure that a seamless service is delivered to clients and that key performance indicators are met;
- Set up and maintain any databases, spreadsheets and systems as required;

Version Date:

Signed off by:

- Ensure information is recorded correctly, all systems are kept up to date and information is accessible for all;
- Promote good office and IT 'housekeeping' throughout the department;
- Undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours or from varying offices where required.

Success metrics:

- Improved customer satisfaction across the service
- High levels of satisfaction across stakeholders for services provided
- Improved efficiency in the delivery of services
- Excellent stakeholder engagement
- Reduction in complaint and escalated case volumes

About you:

You will be:

- Accountable, responsible and motivated to do the right thing;
- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;
- A customer service champion with the passion and drive for excellent customer service

You will have:

- Ability to work independently, exercising good initiative and judgement;
- Ability to work collaboratively with your team, motivating and sharing ideas with your colleagues.
- Excellent written and verbal communication skills;
- Proven time management and prioritisation skills;
- Proven experience and ability to deliver excellent customer care and valuing diversity;
- Proven attention to detail and ability to work on a variety of tasks simultaneously;
- Ability to work under pressure and meet deadlines and targets;
- Demonstrable experience in a role which has required good admin skills, including keyboard, telephone, IT and experience of working with databases;
- Experience of raising, monitoring and recording work orders through a relevant housing / repair management system;
- Experience in working on numerous sources of data;
- Experience in dealing with a wide range of people including clients, staff, contractors and external agencies;
- Experienced IT skills which must include a high proficiency in Microsoft Excel;