

**Job title:** Repairs Inspector Apprentice

**Line manager:** Team Leader

**Grade (if applicable):** 4

**Direct reports:** n/a



## Role purpose:

As an Repairs Inspector Apprentice within the Repairs Team, you will play an important role in supporting the delivery of high-quality repairs, maintenance and property services for residents.

Working alongside experienced colleagues and regional operational teams, you will develop the skills and knowledge needed to inspect and assess day-to-day repairs, support damp and mould inspections, respond to repair escalations, contribute to estate management activity and understand planned preventative maintenance.

You will gain practical, hands-on experience while building your technical knowledge, confidence and professional judgement. You will also work closely with colleagues, stakeholders and supply chain partners to help improve services and ensure residents receive a responsive, reliable and positive experience.

This apprenticeship is an excellent opportunity to start a career in repairs and property services, while gaining valuable experience, structured support and a nationally recognised qualification.

## Key results:

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

- Day-to-day responsive repairs
- Damp & mould; Environmental Health Orders and escalated cases;
- Empty Homes / Voids;
- Planned preventative maintenance and proactive property management;
- Professional property related services

As a Repairs Inspector you will:

- Be a resident facing member of the team, supporting the Housing Teams and Building Surveyors on operational delivery matters
- Provide an excellent service for all residents, building trust by ensuring that all of their repairs issues are managed to resolution with the relevant contractors
- Manage a level of post inspections of completed repairs as per individual targets set by your line manager, to monitor quality, value for money and resident satisfaction.
- Manage your diary to ensure you meet productivity level requirements
- Investigate residents' complaints relating to quality & delivery of any aspect of the service & maintenance contracts.
- Work closely and flexibly with other colleagues in delivering high quality repairs & maintenance services to our external and internal stakeholders
- Provide regular and professional communication and liaison with residents and key stakeholders in relation to works instructed and managed by the service;
- Take full responsibility and manage all assigned cases from start-to-finish in a professional and efficient manner whilst ensuring that appropriate stakeholders, residents and databases are updated regularly;
- Support in the management of a range of contractors, ensuring they deliver in accordance with their contract and KPI's;

**Version Date:**

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- Updating systems to reflect the output of your inspections, raising recalls and managing the contractor to ensure resolution for our residents.
- Reporting and raising the necessary works for all Housing Health & Safety Rating System issues and ensuring these works are managed to completion
- Reporting any safeguarding concerns to the Neighbourhood Teams
- Work alongside Operations teams to support a programme of regular site inspections to identify repairs, maintenance and property management issues;
- Collaborate with Asset Management teams to help inform cyclical and capital investment programmes;
- To undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include occasional working outside normal working hours;
- Form part of the property services out of hours rota, which is a compulsory part of this role and may require availability on evenings and weekends on a rota basis;

### **Level 3 Customer Service Specialist Apprenticeship**

As part of this role, you will complete the Level 3 Customer Service Specialist Apprenticeship, giving you the opportunity to gain a nationally recognised qualification while developing the skills, confidence and experience needed to succeed as a Repairs Inspector.

The apprenticeship lasts 15 months, followed by a 3-month end-point assessment period. It combines practical, on-the-job experience with structured learning, helping you apply your knowledge directly to real repairs, inspection and customer service situations.

As part of the apprenticeship, you will:

- Attend training sessions, workshops and meetings to build your knowledge and confidence.
- Take part in on- and off-the-job learning to apply your skills in real workplace scenarios.
- Complete assignments, assessments and coursework as part of the programme.
- Receive regular 1:1 coaching, feedback and progress reviews to support your development.
- Be supported by experienced colleagues and professionals throughout your apprenticeship.
- Develop strong customer service, communication, problem-solving and inspection skills.
- Complete a final apprenticeship assessment to demonstrate your knowledge, skills and competence.

This is a great opportunity to earn while you learn, gain a recognised qualification and develop a career in repairs and property services.

### **Success metrics:**

- Improved satisfaction across your local area;
- High levels of satisfaction with repairs delivered within your local area;
- Value for money and quality in repairs delivered;
- Excellent stakeholder and customer management;
- Reduction in complaint and escalated case volumes;
- Adherence to all regulatory and statutory requirements

### **About you:**

**You will be:**

- A resident service champion with the passion and drive for excellent customer service
- Accountable, responsible and motivated to do the right thing possibly with an ambition to become a Building Surveyor

<b>Version Date:</b>		<b>Signed off by:</b>	
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- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;

**You will have:**

- Relevant experience in building pathology
- Experience and skills managing customer relationships to ensure a high level of customer care and satisfaction;
- Strong approach to teamwork and the ability to collaborate and step-up to help the organisation achieve its mission;
- The ability to work independently, exercising good initiative and judgement;
- 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;
- Knowledge of Health & Safety and other legislation relevant to the role;
- Ability to achieve results and deliver challenging objectives;
- Excellent all round IT skills;
- A valid driving licence and access to your own vehicle is essential (dependant on location)
- DBS check

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