

Job title: Repairs Administrator
Line manager: Delivery Support Team Leader
Grade (if applicable):
Direct reports: n/a



Role purpose:

As an administrator within Repairs Team, you will be an integral part of the delivery of Peabody's repairs, maintenance and property services. Working within our centralised support function, and reporting into the Delivery Support Team Leader, you will be responsible for the back office administrative support to the operational teams delivering disrepair, day to day and major repairs and voids.

You will and work closely and collaboratively with colleagues, stakeholders and customers across Peabody, driving improvements and offering a first-class service to our customers and residents.

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 an 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;
- Provide relevant support to the various teams within the service, including scheduling appointments, raising letters of claim and managing email inboxes
- Deal with routine enquires from external agencies, internal customers and stakeholders in a professional manner within pre-agreed departmental and company timeframes;
- 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;
- Work in collaboration with other departments to ensure that a seamless service is delivered and that key performance indicators are met;
- Set up and maintain any databases, spreadsheets and systems as required;
- Arrange meetings and training seminars, confirming dates, venues and attendance as necessary, preparing meeting rooms and organising any required equipment, collating papers for distribution, ordering and / or providing refreshments, and taking minutes when requested;

Version Date:

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- Ensure suitable filing and recording systems are in place, and that information is accessible for all;
- Promote good office and IT 'housekeeping' throughout the department;
- To prepare reports using Microsoft and other databases as well as written text.;
- Ensure that invoices are processed in an efficient and timely manner and that accurate recording of such payments takes place;
- Undertake any other reasonable duties as required by the Heads of Service or their nominees, which may include working outside normal working hours;

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;
- 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 investigating and reporting 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;
- Experience in diary management and appointment scheduling;
- Knowledge and understanding of an administration service and problem solving in the absence of key staff.