

Job title: Market Place Repairs Lead

Line manager: Market Place Team Leader

Grade (if applicable): 4

Direct reports: n/a



Role Context:

As a Market Place Repairs Lead you will manage the process of dynamic repairs procurement, from job posting to completion on the Plentific platform. This includes management of quote acceptance, management of service delivery/service failure and any associated expressions of dissatisfaction.

The role requires using knowledge-based decision making to ensure the best value for money when appointing contractors. 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.

Purpose of role:

- To deliver a consistently high level of customer service for Peabody customers and deliver increased levels of customer satisfaction through case reviews and quality monitoring
- Following risk assessments to ensure any escalated cases are dealt with in a timely and sensitive manner
- To provide advice on and deal with repairs problems, liaising with Service Delivery, repairs and maintenance contractors and escalate to the Team Leader where required

Key results/ Success metrics:

Departmental responsibilities:

- To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved
- To externally represent and promote Peabody effectively by creating a consistent, professional and positive image

Role specific responsibilities:

- To maintain and manage close links with repair contractors' schedulers to ensure the prompt resolution of all repair queries relating to customer homes or communal services
- To review and assess work quotes provided by repairs contractors, ensuring that selected quotes provide the most appropriate balance between cost, quality and previous performance
- To ensure that any escalated cases/calls are dealt with by yourself, utilising stakeholder management skills to drive better customer outcomes through discussion with contractors or making appropriate decisions to reallocate works
- To give advice on and deal with repairs problems, liaising with Service Delivery, repairs and maintenance contractors and escalate to the Customer Hub Team Leader where required
- To work as part of a team to ensure that all channel cover is maintained so that customers receive a consistently high standard of service
- To liaise with other parts of the business ensuring you embody the value of working collaboratively whilst raising the profile of the Customer Hub to reduce customer effort
- To support the Peabody Group Maintenance planning team when required

About you:

Skills/Experience required:

- Ability to work under pressure and meet deadlines and targets
- Experience of working in a customer centric environment with a commitment to a high level of customer satisfaction
- Able to understand and assess problems, evaluate possible solutions and discuss these with those involved to bring the matter to a mutually satisfactory conclusion
- Working knowledge of repairs and maintenance and any related legislation and good practice in so far as it relates to the repair and maintenance of rented, general needs/supported social housing
- Excellent attention to detail and ability to work on a variety of tasks simultaneously
- Ability to build and manage effective relationships with stakeholders and colleagues
- Able to deal with a range of difficult problems and resolve these to the customer's satisfaction, exploring alternatives options to resolve the problem
- Experience of using and understanding reporting systems to measure and improve performance of contractors to improve the customer journey
- Committed to work as a member of a team whilst being able to take on other views and opinions
- Able to work a rotating shift pattern from Monday to Friday between 08.00-17.00 and covering A/L and sickness for key shifts
- Committed to continuing professional development

Version Date:

Signed off by: