

JOB DESCRIPTION

Job Title: **Repairs Admin Assistant (initially 6 months)**

PURPOSE OF JOB.

The Repairs Admin Assistant will work with the receptionist to take repairs requests from residents, order and schedule repairs from the in-house team or our contractors, and deal with queries from residents. They will liaise with residents to agree appointments and arrange any follow-on works. They will ensure jobs are completed and any agreed variations are raised accurately. They will share reception duties with the receptionist.

MAIN ACCOUNTABILITIES

1. Take repairs requests from residents face-to-face, by telephone or email, then arrange appointments, facilitate the completion of the works, problem solve and resolve complaints
2. Scheduling and allocating repairs to our in-house trades or our contractors
3. Prioritizing works based on availability of staff and contractors and the urgency of the work
4. Applying correct schedule of rates codes to raise responsive repairs, follow on works from inspections, void works and estate works both for the in-house team and for contractors
5. Liaising with residents, trades staff and contractors as necessary
6. Tracking and monitoring progress of works to ensure they run smoothly for our residents and trades staff
7. Run reports to identify jobs overdue and other performance information
8. Support team to achieve Key Performance Indicator targets such as 'right first time' and 'appointment made and kept'
9. Contact residents to record repairs satisfaction
10. Process job completions, raise follow on works and approve basic repairs contractors invoices
11. Admin support to the voids process including typing up specifications, raising jobs to the relevant contractor etc.
12. Share reception duty and other administrative duties, including full cover when the receptionist is on leave

JOB CONTEXT

Reports to the Responsive Repairs Manager. Leathermarket JMB manages 1600 homes between London Bridge, Tower Bridge and Elephant and Castle. The post holder will not be expected to specify more complex work.

RESIDENTS ARE THE REASON WE ARE HERE

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PERSON SPECIFICATION

EXPERIENCE

Ideally, you will have experience of dealing with customers in a front-facing role.

However, more importantly you need to demonstrate the following capabilities

1. Understand the importance of and committed to giving a good service to residents
2. Good verbal and written communication and basic numeracy
3. Good IT skills and the ability to quickly pick up new software packages
4. Able to build good working relationships with residents, contractors and colleagues
5. Have a basic understanding of the different repairs trades (plumbing, carpentry, wet trades)
6. Able to work efficiently in an environment that can become demanding at times
7. Self-motivated to generate own work, not wait to be told your next job
8. Able to juggle competing demands and prioritise to achieve all work in a reasonable timeframe