|  |  |  |  |
| --- | --- | --- | --- |
| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Services Assistant (Repairs) | **GRADE** | 5 |
| **REPORT TO** | Repairs Services Manager | **DATE COMPLETED** | November 2024 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Maintaining comprehensive and accurate records, reporting and administrative systems. Engaging in effective, appropriate and professional conduct. Delivering high standards of performance. Reporting directly to the Repairs Services Manager, and operating as part of the Frontline Services Team, with associated responsibility to the Services Team Leader and Tenancy Services Manager. Overall responsibility to the Services Director, with accountability through the Chief Executive to the Management Committee. | | | |
| **KEY TASKS:**   1. Front-line customer service role, with primary focus on repairs services including Right to Repair and Insurance claims. 2. Wider customer service responsibilities as part of front-line Services Team, including: Point of contact for enquiries in relation to housing management, tenancy and allocations; Assisting tenants and service users in the completion of housing application forms, and liaising with housing applicants in relation to the assessment of housing needs in accordance with GWHA Housing Allocations Policy where required. 3. Liaise with external stakeholders as required to ensure effective service delivery. 4. Routinely pursuing outstanding work orders to completion including associated administration and invoice approval within delegated authority levels. 5. Administrative duties in relation to raising repairs work orders, monitoring progress and completions, liaising with customers and contractors with respect to responsive repairs, stage III medical adaptations and void management 6. Providing a courteous and efficient service to residents and the community. 7. Working with team members to ensure duty officer cover. 8. Arranging and carrying out house visits as required. 9. Supporting the repairs team in the administration of policies and procedures, and in the delivery of team plans, objectives and performance indicators. 10. Maintaining and updating records/systems and preparing statistical information for reporting purposes. 11. Frontline complaints handling in accordance with SPSO framework and GWHA’s complaint handling procedure. Accurate record-keeping and emphasis on mitigation of complaints through contribution to monthly team evaluation and learning. 12. Co-ordination of admin/follow-up actions resulting from customer satisfaction feedback. 13. Supervision of others and co-ordinating work deadlines and priorities for Services Administrator(s). 14. To carry out any other duties which may be reasonably requested by your line manager to meet the needs of the business. | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  **Allocations/Tenancy Sustainment**  A member of the Services Section with key role in assessing housing needs and allocating GWHA properties. Supporting the delivery of successful tenancies and neighbourhoods, with a focus on allocations and tenancy sustainment. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision. | | | |
|  | | | |

|  |  |
| --- | --- |
| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Displays a willingness to assist, support and mentor other members of the Team.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self motivated, flexible, reliable, adaptable and sociable, demonstrating self-confidence, initiative and drive to ensure common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Ability to analyse and interpret data.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful and Ethical |

.