Role profile

**Repairs and Maintenance Coordinator**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Housing Maintenace and Investments Team |
| **Reports to** | Relationship Manager |
| **Job family** | Professional and Technical |
| **Grade**  | F |
| **Political restricted?** | N |
| **DBS required?** | N  |
| **Date**  | April 2024 |
| **JE Code** | JE2226 |

Key deliverables

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| **1** | Work as part of the Housing Maintenance and Investment Team to deliver outstanding repairs and maintenance services and contribute to the delivery of the Council’s strategic objectives. |
| **2** | Support the Team to deliver the Council’s and Directorate’s objectives, including collating and managing complaint responses, maintaining data on queries and tenant alterations. |
| **3** | To coordinate the repairs and maintenance processes undertaken through the partnering contractor to ensure properties are repaired and maintained promptly, and any areas for action are identified. |
| **4** | To be the link officer between partnering contractors and Council Officers across the different service areas of the business including Neighbourhoods, Home Ownership and Allocations departments, sharing timely detailed information on works |
| **5** | To provide statistical data and assist in the preparation of regular detailed reports and monitoring statements as required. |
| **6** | To identify areas where performance requires improvement, and work with the relevant departments and managers to resolve those issues. |
| **7** | To deal with complaints and enquiries and ensure they are responded to within timescales and that due consideration is given to the quality of responses and services received by residents and internal stakeholders. |
| **8** | To ensure works are undertaken as soon as is practically possible considering Health and Safety issues and any compliance certificates are provided at completion. |
| **9** | To produce weekly monitoring information for the works, attending weekly meetings to enable effective monitoring of the service and share relevant information with other teams and partnering contractor. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Significant experience working in social housing or similar environment to receive, coordinate and manage queries and other related information.  |
| **2** | Must have project coordination experience and be educated to minimum of A-level with significant experience in excel and all Microsoft packages. |
| **3** | Able to collate, co-ordinate and manage responses to queries and complaints |
| **4** | Able to demonstrate strong problem solving, investigative and analytical skills |
| **5** | Ability to develop effective tracking and monitoring systems which are shared with internal teams and external stakeholders |
| **6** | Ability to deal with customers, and staff in a calm and professional manner even under stress and provocation. |
| **7** | Able to manage a high workload and conflicting priorities |
| **8** | Be able to show an understanding of the financial implications of poor property management. |

Job family

**Professional and Technical (Grade F)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level with dedicated specialist qualifications or an equivalent level of direct experience in their particular field, job holders deal autonomously with complex issues, analysing and forming judgements about not only their own technical or professional specialism, but also the attendant resource, finance, planning and similar issues that combine to challenge the job holder.

**The knowledge and skills required**

The range of knowledge required for these roles includes an understanding of the policies and procedures across the specialist area in which job holders work, as well as a solid underpinning of technical knowledge gained through dedicated formal education.

Job holders will have been working within the specific field for a reasonable time, such that they have been exposed to many of the routine and more unexpected circumstances of their role.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day-to-day issues to contend with, they will also need to plan some months ahead to achieve medium term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the city council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other Professional and Technical jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.