Repairs & Maintenance Coordinator

JE Code: JE2226

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| **We are dedicated, respectful, collaborative. We are Milton Keynes Council** |
| **Service:** | Asset Management & Investment team – Environment & Property |
| **Reports to:** | Asset Manager/ Repairs Manager |
| **Job Family:** | Professional & Technical |
| **Grade:** | F |
| **Political restricted:****Date:****JE Code:** | NMay 2022JE2226 |

**Key Deliverables**

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| **1.** | **Work as part of the Asset Management & Investment teamto deliver outstanding repairs and maintenance services and contribute to the delivery of the Council’s strategic objectives.** |
| **2.** | **Support the Asset Management and Investment Team to deliver the Council’s and Directorate’s objectives.** |
| **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 that 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 council wide needs*

**Essential Requirements (key skills, expertise & qualifications)**

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| **1.** | **A level (or equivalent level of educational attainment)** |
| **2.** | **Must have project coordination experience**  |
| **3.** | **Ability to use I.T. packages and equipment to monitor performance** |
| **4.** | **Able to demonstrate knowledge of relevant housing legislation** |
| **5.** | **Able to demonstrate strong problem solving, investigative and analytical skills** |
| **6.** | **Ability to develop effective tracking and monitoring systems** |
| **7.** | **Ability to deal with customers, and staff in a calm and professional manner even under stress and provocation.** |
| **8.** | **Able to manage a high workload and conflicting priorities**  |
| **9.** | **Be able to show an understanding of the financial implications of poor property management.** |

Job Family

Professional/Technical

Grade F

Job Family

Professional & Technical

Grade

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, 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
 | **Managers 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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**Job Family- Professional & Technical**

**Role Characteristics**

At this level job holders use their extensive experience and postgraduate level professional knowledge to take a lead in complex interactions with others, delivering change by evidence-based argument and persuasion. They exert professional influence on the organisational structures and procedures within their working area to enhance productivity, efficiency and customer satisfaction.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented not only by ongoing professional development and awareness of external legislative and societal change, but also by a deeper understanding of the Council operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

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

**The type of thinking, planning and communicating necessary**

Job holders will use their professional expertise to deal with complex, pressing issues on a day to day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams' composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

The information exchanged at this level will be routinely complex and even contentious in nature. Job holders will, however, have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based, reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate a position in response to opposing opinion in a formal or informal setting.

**The freedom to make decisions and innovate**

At this level, job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams' detailed approach to meeting their corporate objectives and targets. They will deal with deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

**The areas of responsibility**

With a diverse range of jobs being represented at this level of the PT family, 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 at least one other elevated level of responsibility for for such elements as finance, information assets, equipment or premises.

Internal facing roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

**The impacts and demands of the role**

At this level, 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 combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure from

Duties of jobs at this level in the PT family 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.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions when the particular needs of their specialism requires 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 PT 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.