

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Repairs Officer

Grade:
SC5- SO1
Career
grade

**Reports to
(Designation):** Repairs Operation Manager

Grade:

Directorate: Quality and Investment

Section: Repairs

Main Purpose of the job:

To deliver a high-quality, customer-focused repairs and maintenance service across housing stock, ensuring compliance with relevant legislation, policies, and performance standards.

Summary of Responsibilities and Personal Duties:

Repairs Management

- Oversee and manage day-to-day repairs operations, including routine, urgent, and emergency repairs.
- Raise and authorise repair works within delegated authority.
- Monitor progress of repairs and keep tenants informed of any delays or changes.
- Liaise with contractors to ensure timely and high-quality completion of works.
- Ensure value for money and quality control across all repair activities.

Customer Service

- Act as the first point of contact for tenant repair enquiries.
- Resolve complaints effectively, ensuring high levels of customer satisfaction.
- Provide clear advice on repair responsibilities (tenant vs. landlord).
- Support vulnerable tenants, particularly in cases involving domestic abuse or crisis recovery.

Compliance & Reporting

- Ensure compliance with statutory requirements and health & safety regulations.
- Maintain accurate records of repairs and analyse data to identify service improvements.
- Contribute to performance reporting and contract management.
- Assist with stock condition surveys and void property assessments.

Team Collaboration

- Work closely with housing officers, customer service teams, and compliance officers.
- Support the development and implementation of repairs processes and procedures.
- May supervise or support repairs administrators or assistants.

Case Management & Resolution

- Take ownership of repair cases from initial report to resolution, including complex or escalated issues.
- Ensure timely and effective communication with residents and contractors.

Technical Assessment & Diagnosis

- Assess repair requests to determine appropriate action.
- Identify potential health and safety risks, prioritise urgent repairs, and specify required works.

Contractor Liaison & Supervision

- Coordinate with contractors and operatives to ensure repairs are completed to standard and within agreed timeframes.
- Monitor contractor performance and escalate issues as needed.

Data Management & Reporting

- Maintain accurate records of repair orders, progress updates, and outcomes.
- Produce reports on KPIs, service performance, and resident satisfaction.

Service Improvement & Compliance

- Contribute to continuous improvement initiatives.
- Ensure compliance with health and safety regulations, housing standards, and Lewisham's policies.

Customer Engagement & Support

- Provide expert advice and support to residents regarding repair processes and responsibilities.
- Handle complaints and feedback professionally and empathetically.

Generic Responsibilities

- Deliver excellent customer service and uphold Lewisham's values in all interactions.
- Ensure compliance with all relevant policies, including financial regulations, health & safety, and equality & diversity.
- Participate in training and development activities to maintain professional knowledge and skills.

Career Progression Framework: Repairs Admin (SC5 – SO1)

Grade	Role Title	Key Responsibilities	Skills & Competencies	Progression Criteria
SC5	Repairs Admin Assistant (Call Centre / Admin Support)	- Handle inbound repair calls - Log repair requests accurately - Provide basic repair advice - Update CRM systems - Support schedulers/admins	- Customer service - Basic IT (e.g. CRM, Excel) - Communication - Attention to detail	- Consistent performance - Completion of induction & basic training - Positive customer feedback
SC6	Repairs Scheduler / Admin Officer (Scheduling / Back Office)	- Schedule repairs with operatives - Liaise with tenants and contractors - Monitor job progress - Manage diaries and priorities - Process invoices and reports	- Scheduling systems (e.g. DRS) - Problem-solving - Time management - Intermediate Excel/reporting	- Demonstrated ability to manage workload - Completion of intermediate training - Contribution to service improvements

Grade	Role Title	Key Responsibilities	Skills & Competencies	Progression Criteria
SO1	Senior Repairs Administrator / Team Lead	- Supervise junior staff - Manage escalated cases - Oversee scheduling and admin processes - Produce performance reports - Liaise with management and contractors	- Leadership & mentoring - Advanced reporting (e.g. KPIs) - Conflict resolution - Service improvement mindset	- Proven leadership or mentoring - Completion of advanced training - Evidence of service impact - Acting-up or project experience

Internal Contacts: All staff within Housing and Property Service and colleagues throughout the council, including cross-functional colleagues involved in collaborative service delivery, strategic planning, and operational support.

External Contacts: MP's, advice agencies, advisers, contractor's and their representatives, tenants and tenant organisations, residents associations and working parties, leaseholders, members of the public, relevant building professionals, consultants, legal advisors and other external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Repairs Officer

POST NO:

DEPARTMENT: Housing Services

GRADE: SC4- SC6 Career grade

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

- Sound understanding of housing legislation, including landlord responsibilities and tenant rights.
- In-depth knowledge of health & safety regulations relevant to property maintenance and repairs.
- Familiarity with procurement processes and contract management within housing services.

Skills

- Excellent communication skills, both written and verbal, to liaise effectively with tenants, contractors, and colleagues. **S**
- Strong organisational and time management skills to handle multiple repair cases efficiently.
- High level of customer service skills, with a proactive and empathetic approach to resolving issues. **S**
- IT proficiency, including use of housing management systems, Microsoft Office, and reporting tools.

Experience

- Proven experience in housing repairs or maintenance services, ideally within a social housing context.
- Experience in managing contractors and monitoring service delivery against KPIs and SLAs.
- Experience in dealing with tenants and resolving repair-related complaints or escalations.

Professional Qualification and Education

- Relevant qualification in housing, construction, or building maintenance (e.g., NVQ, HNC, CIH Level 3 or above).
- Evidence of continued professional development in housing or property services.

Equality & Diversity

- Commitment to promoting equality, diversity, and inclusion in service delivery.

- Understanding of the diverse needs of tenants and ability to tailor services accordingly.

Personal Qualities

- Resilient and adaptable, with the ability to work under pressure and meet deadlines. **S**
- Collaborative team player with a positive attitude and problem-solving mindset. **S**
- Professional, reliable, and accountable in all aspects of work. **S**

DBS Disclosure Required? No

(Tick as appropriate – guidance available from your HR Advisor)