

Repairs & Maintenance Apprentice

Team: Properties - Operations
Report To: Repairs Planning Manager
Grade: Apprenticeship national living wage



Overview:

The purpose of the role is to provide an effective administration support service for the Repairs & Maintenance Service area, covering multiple teams.

The role holder will support the Repairs Operational Teams with administration duties across the entire range of repairs activities and it will support other service areas as directed including Voids and Planned Programme to ensure that the postholder has a holistic overview of how repairs & maintenance are delivered to Salix Homes.

Responsibilities:

- Respond to incoming enquiries via telephone, email and face to face through site visits & via reception.
- Process actions relating to the day-to-day management of operative diaries across the repairs and maintenance service including accurately capturing information to update customers, systems and data base.
- Process actions relating to the contractors working on behalf of Salix Homes, including accurately capturing information to update customers, systems and data base.
- Assist the Repairs Planning Manager and the Repairs Operation Manager in the administration duties associated with repairs activity including all written communications to customers, colleagues and other teams as instructed.
- Assist the Repairs Planning Manager & Repairs Operations Manager in the administration duties associated with team meetings including minute taking, actions and research as instructed.
- Assist the Repairs Planning Manager and Repairs Operations Manager in the administration duties associated with day-to-day operational matters and service improvement as required.
- Carry out scanning and filing of documents.
- Maintain data and intelligence for Salix Homes to inform and improve decision-making.
- Work on rotation in several teams across the entire repairs and maintenance service, including Asset Strategy, Compliance & Cyclical Programmes; to gain insight into the holistic approach to maintaining and repairing Salix Homes.
- Embrace and participate in own personal development initiatives to increase skills and knowledge to ensure that the objectives and targets of the service are met, including but not limited to include engaging and succeeding in assigned studies as part of the apprenticeship.
- Carryout other such reasonable duties required within the role.

Profile Fit:

- This role would be suitable for someone who is a self-motivated and organised individual and who can manage their own workload in line with calendar deadlines.
- This role would not be suitable for someone who dislikes a high level of routine and structure, and who is uncomfortable with change and changing environments and workload.

Main Stakeholders:

- Customers
 - Employees
 - Contractors
 - Leadership Team
 - Service Directors
 - Repairs Operations Manager
 - Repairs Planning Manager
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Person Specification

Knowledge:

- Knowledge of administration practices and processes.
- Basic knowledge of social housing & landlord functions
- Basic knowledge of repairs to homes

Skills:

- Possesses the skills and ability to use Microsoft Office packages to a competent level.
- Possesses the skills and ability to draft standard and non-standard letters using corporate templates, reports and spreadsheets.
- Demonstrates good organisational skills and ability to plan and prioritise workload to meet the needs of the team, using Outlook, excel spreadsheets and physical inboxes to manage work effectively and efficiently.
- Self-motivated with strong customer service focus.
- Strong ability to work independently and under pressure.
- Ability to apply initiative and independence.
- Ability to communicate effectively with all levels of the organisation.
- Ability to carry out accurate record keeping for compliance purposes.

Experience:

- Experience of working with customers either in person or on the telephone.
- Experience of working in a multiple discipline team.
- Experience in utilising IT software packages such as Microsoft Office Outlook, Word and Excel. Able to set up, maintain and interrogate spreadsheets.
- Experience of working in an administrative role.

By ticking the box, you agree that you have read, understood and accepted the content of this document.

Signed: _____

Date: _____
