

**JOB TITLE:** Repairs Advisor

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**REPORTS TO:** Repairs Manager

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**RESPONSIBLE FOR:** No direct line management responsibility

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## Who are Accent?

We own around 20,400 houses across the North, East and South of the country. They are home to over 41,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

## As a Repairs Advisor, a summary of your role involves:

- Effective administration of the repairs process to include call handling, diagnosing faults, raising jobs, allocating and issuing jobs, managing work in progress, updating and completing works on the system in a timely and effective manner.
- Working and communicating with customers, contractors and internal stakeholders to ensure repairs works are raised and completed within the prescribed time frames and to monitor and manage works that have not progressed within timescales or requirements and take appropriate action to resolve these.
- Assisting and supporting the wider Assets and Sustainability Directorate on all repair related matters, investigating and reviewing work details and the history held on the system, liaising with Customer Partners on non-access and tenant related issues.
- Demonstrating empathy, professionalism and the ability to negotiate, achieving a balance between requirements of customers, contractors and internal stakeholders.
- Liaising with colleagues across the business to ensure that escalated customer queries are resolved effectively in line with our expected standards.
- Follow policies and processes with confidence to apply the service standards firmly and fairly.
- Effectively handling emails.



- Accurately record any contacts and associated information onto our systems and are in compliance with the Data Protection Act.
- Take ownership of customer queries and see them through to resolution.

**Outcomes Sought:**

- Provide information and advice to ensure customer enquires are resolved first time
- Achievement of agreed quality targets
- Achievement of individual agreed objectives and targets
- Continuous contribution to improved customer satisfaction and retention

Your core role and focus is all about applying sound judgement to resolve customer queries in relation to our repairs and maintenance service. You'll do this in a timely manner as well as managing such queries sensitively and effectively through to satisfactory resolution.

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

**What you'll bring:**

**We'll expect you to be part of the team and deliver your service in line with our values and behaviours**



### The must haves:

- Previous contact centre experience
- Demonstrate resilience to conflict and be able to apply conflict handling skills when needed with customers
- Knowledge of repairs and maintenance services
- Experience of working within a busy customer focused environment
- Exceptional customer service skills including dispute management
- Confidently use Microsoft Office and other IT systems
- Strong negotiation and communication skills - verbally and in writing
- Ability to manage a busy workload with conflicting priorities
- A positive and practical approach to problem solving
- Experience of working in a pressurised environment
- GCSE in Maths and English – Grade 4/ C or above

### We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

