

Role profile

Job Title:	Technical Repairs Support Officer	Grade:	8
Department:	Housing & Environment	Post no.:	
Directorate:	Housing Asset Management	Location:	Perceval House

Role reports to:	Housing Repairs Diagnostic Manager - TBC
Direct reports:	None
Indirect reports:	

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

To provide a technically informed, efficient, and timely service to residents reporting housing repairs. Responsible for diagnosing repair issues, allocating jobs to appropriate contractors, managing variation orders, and supporting work in progress and out of hours actions.

Key accountabilities

Technical diagnosis & job management

- Diagnose and identify housing repair issues using technical knowledge and effective questioning.
- Record, raise, and allocate jobs to relevant contractors or technical teams, ensuring the right expertise is assigned.
- Oversee contractor activities for assigned jobs, ensuring work is completed to required standards and within agreed timeframes.
- Manage and reconcile variation orders across multiple contracts, maintaining accurate records and ensuring compliance.
- Perform data reconciliation to support management of work in progress reporting.

- Undertake out of hours actions and reconciliation, ensuring repairs and emergencies are managed and recorded appropriately in line with rota arrangements.

Operational support & resource management

- Manage and order supplies required for the operational team, ensuring stock levels are maintained and materials are available for scheduled works.
- Maintain accurate and detailed records of repair requests, technical notes, contractor allocations, and job progress.

Resident communication & support

- Communicate updates and technical explanations to residents, ensuring transparency and understanding.
 - Support residents with advice on repair processes and expected outcomes.
- Support complaints resolutions.

General duties and responsibilities

- Comply with the Council's Code of Conduct at all times.
- Promote and uphold Equality, Diversity and Inclusion in all aspects of work.
- Adhere to Health and Safety policies and procedures, ensuring a safe working environment for all.
- Ensure compliance with GDPR and all data protection requirements when handling personal and sensitive information.
- Follow all ICT policies, including responsible use of Council systems and safeguarding information security.
- Participate in continuous professional development (CPD) activities to maintain and enhance skills and knowledge relevant to the role.
- Undertake any other duties commensurate with the grade and nature of the post, as required by management.

Key performance indicators

- Resident satisfaction scores
- Response times
- Accurate diagnostics including recording and ordering of repair, first time fix and a reduction in avoidable contact

Key relationships (internal and external)

- Residents reporting housing repairs

- Surveyors and contractors (internal and external)
- Senior Technical Repairs Support Officer (escalations and line management in lieu of manager)
- Housing Repairs Diagnostic Manager (line manager)
- Housing Asset Management and Landlord Services team members
- IT support staff (for systems and equipment)
- Operational support and supply teams
- Other council departments as required (e.g., compliance, health & safety, complaints, resident experience lead, regen)
- External agencies and service providers (as appropriate)

Authority level

- Diagnose, record, raise and allocate repair jobs to contractors or technical teams
- Oversee contractor activities for assigned jobs
- Manage and reconcile variation orders across contracts
- Order supplies and materials for the team
- Maintain accurate records of repairs and job progress
- Act within Council policies and delegated authority

Additional Requirement

- The postholder is required to work onsite at Perceval House, Monday to Friday, from 9:00am to 5:00pm.
- The postholder will be co located with surveyors and contractors as appropriate to support effective collaboration and service delivery.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Excellent communication skills, with the ability to explain technical issues in plain language to residents and colleagues.
2. Active listening, empathy, and strong customer focus to support residents and build rapport.
3. Technical knowledge of housing repairs, repairs diagnosis, and contractor management.
4. Strong problem solving, analytical thinking, and attention to detail in diagnosing issues and managing cases.
5. Proficiency in using IT and telephony systems for recording, allocating, and reconciling repairs, and managing operational resources.
6. Ability to maintain accurate records and ensure data quality.
7. Teamwork and collaboration, including effective co-location with surveyors, contractors, and internal teams.
8. Adaptability, resilience, and the ability to manage multiple tasks and priorities in a fast-paced environment.
9. Understanding and application of Equality, Diversity and Inclusion, and Health & Safety legislation.
10. Awareness of GDPR and data protection requirements when handling personal and sensitive information.
11. Commitment to continuous professional development (CPD) to maintain and enhance skills and knowledge.
12. Ability to comply with Council policies, including Code of Conduct, ICT, and safeguarding practices.

Essential qualification(s) and experience

- Minimum of one year's proven experience in a related customer service or service delivery environment.
- Good literacy and numeracy skills.
- Technical knowledge of housing repairs and repairs diagnosis.
- Proficient in using IT and telephony systems for recording, allocating, and reconciling repairs.
- Awareness of Equality, Diversity and Inclusion, and Health & Safety legislation.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards