**North Warwickshire Borough Council**

**Job Description**

**Post Title:** Works Planner and Tenant Liaison Officer  **Grade:** 7

**Division:** Housing

**Section:** Housing Maintenance

**Responsible to:** Work Stream Managers

**Safeguarding:**

Safeguarding: Through your own actions and behaviours, and those of subordinate staff, to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs, to be aware of the signs and symptoms of abuse and, in accordance with the Safeguarding Policy to respond appropriately to any identified concerns.

**Special Conditions**:

Based at the Council’s Depot on Sheepy Road, Atherstone, and will be required on occasions to start work at 8am to support the systems required by the tradesmen.

**Scope and Responsibilities:**

* Assess the resources needed to plan a repair or deliver a job using a contractor.
* Plan the work to be delivered in the required timescales.
* Communicate with and co-ordinate the in-house workforce and contractors.
* Be proactive in communicating with tenants about works being delivered to their home and provide high standards of customer care when responding to enquiries.
* Act to keep tenants informed about repairs, maintenance, and planned improvements to their homes with clear and timely communication.
* Monitor outstanding jobs and provide feedback to prevent backlogs of work.
* Be aware of and where necessary plan for surveys, inspections and jobs that provide for health and safety compliance required for the maintenance service.
* To be aware of the Social Housing Regulator’s Consumer Standards and the Housing Ombudsman Service’s Complaints Code of Practice.

**Key Tasks:**

1. Accurately diagnose repairs and use the resources available to plan the work within the required timescales.
2. Liaise closely with tenants to arrange access, explain, and plan the work, discuss how it will be undertaken and deal with their enquiries.
3. Be able to give technical advice to tenants about repairs and explain both the Council’s responsibilities and those of tenants.
4. Proactively support tenants as a first point of contact for them to co-ordinate access, explain how works will be delivered, address concerns and advise them how we can respond to their complaint.
5. Closely communicate with and co-ordinate the in house workforce and contractors to ensure work is delivered to the required timescales. Support the in house tradesmen with systems of work and offer training as necessary for systems of work – including use of software systems.
6. Fully utilise the software systems which support both the delivery of repairs and allow for the service performance to be monitored. This includes the software used to inform the service of repeat jobs.
7. Schedule work for vacant properties, arrange for the gas supply to be turned off, utility companies to be informed and the Lettings Team to be kept informed.
8. Closely monitor jobs in the system to ensure that they are completed in the required timescales. Address logistical challenges that are preventing the work being completed and, where necessary, raise issues with a supervisor/ manager.
9. Ensure the systems of work (the scheduler; raising jobs; variations; completing jobs) are managed efficiently and effectively and, where necessary, raise issues with a supervisor/ manager. Update component information and place certificates against the premises as work is completed.
10. Correspond with tenants to tell them about planned work, appointments, or a decision to cancel a job.
11. Undertake satisfaction surveys to seek out tenant feedback about the service provided to them and to suggest improvements.
12. Have a close working knowledge of safety and compliance requirements for the service and co-ordinate activity to meet regulatory requirements for electrical installations, gas installations, the asbestos register and fire risk assessments. This includes tracking work related to resolving damp and mould conditions.
13. Plan and arrange for surveys, inspections and jobs that provide for health and safety compliance required for the maintenance service. This includes keeping the asbestos register up to date, planning for EICR visits and Fire Risk Assessments.
14. To notify the Tenancy Services Team of any duty of care reports or concerns about tenants who are vulnerable or behaving in a manner that means their wellbeing is compromised.
15. Liaise with other Council Sections to deliver the service requirements and support tenants.
16. Liaise with leaseholder to ensure that they fully understand the costs of works which are requested or required for their premises.
17. Administer the payment of invoices with care and attention and complete jobs when payment is authorised.
18. Contribute positively to the request for information and feedback to promote continuous improvement of systems of work and service to our customers.
19. Provide statistical information and reports when required. Assist with the analysis if performance information to identify problems and solutions.

Agreed by the Postholder: ………………………………………………………………..

Date:…………………………………………………………………………………………