



## JOB DESCRIPTION

**Job Title: Maintenance Hub Officer**

**Grade: 7**

**Job Family:**

**Responsible to: Maintenance Hub Team Leader**

**Responsible for: None**

**Evaluated by Grading Panel:**

**Version: 2**

### PURPOSE

As a proactive officer the post holder will support the Maintenance Hub Manager to deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

The Hub will be critical to ensuring KNH have a consistent approach to repairs and maintenance and the service we provide. The Hub will rationalise staff decisions on non-responsive repairs and provide feedback or advice. Officers in the Hub will have comprehensive working knowledge and experience of the repairs policy and the application of this across Kirklees district.

The Maintenance Hub Officer will listen to customer needs and provide an enhanced customer service by providing a consistent approach to the repairs and maintenance service. The role requires strong and effective interpersonal skills which may include having challenging conversations around the repairs and maintenance policy both with customers and the wider organisation. The post holder will exhibit compassion and sensitivity and will have the ability to authorise non responsive repairs where applicable in exceptional circumstance.

It will be the Maintenance Hub Officers responsibility to assess the repairs playlist for the business and this will include challenging colleagues across KNH and KC where decisions have been made that fall outside the repairs playlist, ensuring tasks are ordered on the correct budget and contracts.

### ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Prioritising the customer experience by utilising operational reports to drive high standards of performance.
- › Be the go to person in the business, providing knowledge, information and assurance to resolve complex escalated enquires around the repairs and maintenance policy.
- › Administer performance reports to provide meaningful data for service improvements.
- › Take a proactive role in all operational aspects of the relevant business/service area
- › Proactively manage the job status reports to prevent delays in the repair service process.
- › Have strong interpersonal skills and be confident to challenge incorrect repair ordering, informing stakeholders works will not take place as they fall outside of the repairs playlist.
- › Negotiate with internal contacts, charging arrangements for exceptional circumstances repairs.
- › Work collaboratively with the Team Leader to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Present verbal or written reports to the service area Management Team, KNH Senior Leadership Team.
- › Participate in organisation wide service reviews and service planning as required and ensure any arising actions are implemented.
- › Contribute to the development of policies and processes as required to ensure that high quality consistent services are delivered.
- › Provide leadership by acting as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

## DECISION MAKING

- › Have the confidence and the ability to make evidence based decisions, taking into consideration policies, customer vulnerability and value for money.
- › Able to unravel high volumes of information from various sources and in different formats in order to identify pertinent facts required to resolve the case presented.
- › Has a flexible and adaptable approach in order to achieve deadlines.
- › Self-motivated and innovative, work under pressure to meet deadlines with minimal supervision.
- › Take responsibility for escalated enquiries or complaints, making relevant decisions and communicating the outcome effectively to the customer and service area.
- › Make decisions such as arranging for Surveyors to inspect properties to help assist in resolving repair queries and prevent delays for customers.

- › Accurately document decision making outcomes in order to have a transparent audit trail.
- › Seek advice when they are unable to answer queries or provide solutions within KNH policies or procedures.
- › To make effective decision making to meet individual businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's)

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Ability to solve problems, being flexible and adaptable and respond to situations creatively using own initiative.
- › High level of emotional intelligence and empathy to assess and respond to vulnerable customers with complex needs.
- › Have the ability to explain repairs policy or decisions about repairs in a clear and confident manner ensuring the stakeholder understands
- › Work collaboratively with the Hub Manager and Services Team Leaders to deliver service improvements prioritising customers experience.
- › A good level of written, oral and personal communication skills which can be adapted for internal and external stakeholders.
- › Create, monitor and analyse customer feedback channels
- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Is an excellent team player and works hard to support team goals and service standards.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › No specific budget – however delegated access may be issued, to enable ordering using the SAP system
- › Have knowledge and commercial awareness of delivering a value for money, customer focused service.
- › Negotiate funding streams for non-responsive repairs with colleagues within the business.
- › Support the Team Leader to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).

## LEGAL, RISK AND COMPLIANCE

- › Monitor and scrutinise the compliance data and take proactive measures in order to improve data.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.
- › In relation to safeguarding ensure that you comply with the guidance on the recoding and reporting of concerns in line with the KNH Safeguarding Policy.
- › Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

## CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Takes responsibility for keeping up to date on changing systems and processes.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader – HUB Manager**

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

# PERSON SPECIFICATION

**Post Title:** HUB Maintenance Officer

**Grade:**

## RELEVANT EXPERIENCE

**Key:** A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<b><u>Education/Qualifications</u></b>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	E	X		
<b><u>Experience</u></b>				
› Proven track of working in a customer focused environment, handling complex queries through to resolution.	E	X	X	
› Has excellent relationship management skills and takes responsibility and accountability to ensure	E	X	X	
› Can do attitude focussed on service improvements and value for money.	E	X	X	
› Has a commercial awareness to understand how this role supports the delivery of KNH repairs and maintenance contract.	E	X	X	
› Excellent keyboard and word processing skills	E	X	X	
› Excellent written and verbal communication with the ability to express effectively and sensitively, in person, via the telephone and in writing, with a range of stakeholders, internal and external	E	X	X	
› Demonstrate an ability and track record of Influencing, challenging and developing innovative solutions to improve services within the organisation	E	X	X	
› Skill and ability to work with suppliers, customers and partner organisation to achieve common goals	E	X	X	
› Literacy and numeracy to a standard required to maintain accurate records and a good level of computer literacy to interrogate various software packages – intermediate level of Word and Excel.	E	X	X	
› Knowledge of Health & Safety, Equality and Diversity, Safeguarding Legislation in relation to the role	E	X	X	

<ul style="list-style-type: none"> <li>› Able to work flexibly and be responsive to change in order to improve performance</li> <li>› Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results</li> </ul>				
<p><b><u>KNH BEHAVIOURS</u></b></p> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>› Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working</li> </ul> <p><b>Engaged</b></p> <ul style="list-style-type: none"> <li>› Demonstrates that they are passionate about their work and what KNH is trying to achieve</li> </ul> <p><b>Respectful</b></p> <ul style="list-style-type: none"> <li>› Treats people as individuals, courteous, kind, and takes into account cultural sensitivities.</li> </ul> <p><b>Customer Focused</b></p> <ul style="list-style-type: none"> <li>› Able to demonstrate delivery of excellent customer service, within a customer focused environment</li> </ul> <p><b>Honest</b></p> <ul style="list-style-type: none"> <li>› Proven track record of being transparent and open</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
<p><b><u>Other Requirements</u></b></p> <ul style="list-style-type: none"> <li>› Ability to travel around the borough</li> <li>› Willingness to undertake training courses relevant to the post</li> <li>› Willingness to work outside normal office hours should the situation arise (evening meetings)</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p>		

**Signature of Post Holder:**