

13 July 2010

Dear Applicant

**Re: Post of Repairs Assistant, Asset Management Team,
Nook Street, Workington.**

Thank you for your interest in the above post, I enclose the following:

- application form
- diversity monitoring form
- job description
- person specification
- terms and conditions of service
- diversity policy
- guidance notes
- information about the team
- copy of the advertisement
- information about the Association

The closing date for applications is **Tuesday 3rd August 2010 at 12.30 p.m.** and interviews will be held on **Wednesday 25th August 2010**. **In line with Postal charges which now apply to the size and weight of letters e.g. large letters (A4), please ensure that you have the correct postage paid, failure to do this may result in us receiving your application late, as the post office will not deliver until we have paid the under paid postage and a surcharge of £1.30. If your application is received late then we will not be able to consider it.**

Please note that all applicants invited for interview will be notified by Wednesday 18th August 2010. To keep costs down, we are unable to respond to those applicants who are not selected for interview, therefore, if you have not heard from us by this date, then, unfortunately, your application has been unsuccessful.

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

We wish to point out that the application form will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. Please bear this in mind when completing your application form to highlight how your experience/knowledge/skills meets the requirements outlined.

We would be grateful if you would complete and return the diversity monitoring form with your application form.

Yours sincerely

Julie Canfield/Catherine Oliver
ADMIN ASSISTANT (HUMAN RESOURCES)
Encs.



- **More than just a Landlord**

**Responsive Repairs Administration Assistant
Asset Management Team
Based at Head Office, Nook Street, Workington**

**Full-Time – 37 hours per week
Salary : £16,088 p.a. - £20,003 p.a.**

Following an internal restructure, we are now looking to recruit a Responsive Repairs Administration Assistant to help us deliver our responsive maintenance to the Association's customers across the County. As part of the new Asset Management Team, consisting of 3 full-time Assistants and a Team Leader, you will be the first point of contact for customers accessing the repairs service. This is an exciting opportunity to help reshape our responsive service and the ideal candidate must have:

- Excellent communication and interpersonal skills
- Experience of providing a customer focussed telephone service
- Experience of working in a responsive repairs service
- Experience of receiving repair requests and identifying appropriate work required
- Advanced IT skills

In return we offer 8 weeks annual leave (including Bank Holidays), a generous final salary pension scheme, childcare vouchers, Cycle to Work and healthcare schemes.

To find out more about this position and Impact Housing Association please download an application pack online at www.impacthousing.org.uk Alternatively contact Julie Canfield/Catherine Oliver, telephone 01900 842145 (24 hour answer machine) or E-mail: vacancies@impacthousing.org.uk

Closing Date : Tuesday 3rd August 2010 at 12.30 p.m.

Interviews : Wednesday 25th August 2010

Please note CVs alone will not be considered.
Impact operates as a charity



We particularly welcome applications from ethnic minority groups and people with disabilities as they are currently under-represented within the organisation.

Type Talk is available on 18001 – 01900 842100. We can provide information in other formats. Please – just ask.

IMPACT HOUSING ASSOCIATION JOB DESCRIPTION

POST TITLE: Repairs Assistant

SCALE: Assistant Grade

**REPORTS TO: Responsive Repairs -
Team Leader**

**JOB ANALYST: Bettina Hoppe-
Glahome, Claire Mills**

DEPARTMENT: Asset Management

DATE: May 2010

JOB PURPOSE

To provide a responsive contact service on a range of housing queries for customers who contact the Association.

To provide a front line telephone enquiry, repairs ordering and appointment service for the customers of Impact HA, assisting in the efficient delivery of a customer focused quality repairs service.

To provide a professional and efficient support service to Asset and Housing Management teams, including customer access services as appropriate. To deliver an excellent standard of service to customers at all times.

To work with customers and other Impact Staff to deliver and monitor the requirements set out in our Customer Offer.

To work with customers and other Impact Staff to prepare and develop our Annual Report and Self Assessment to Stakeholders and Customers.

To work effectively and flexibly across the Asset Management Team.

DIMENSIONS

Staff managed: None

Budget responsibility: None

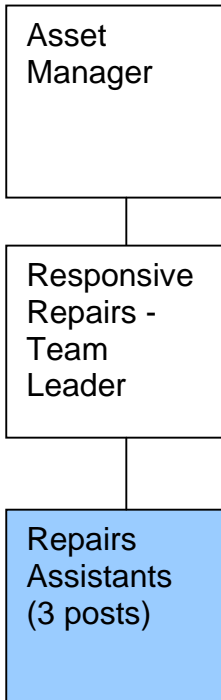
Scope/volume of work: To take repairs enquiries as part of a 'help desk' approach covering over 3,000 homes. A significant part of this work will be ordering repairs, the financial level of which will be agreed by the Association.

PRINCIPAL ACCOUNTABILITIES

1. To be the first point of telephone contact for customers requiring repairs. To receive and deal courteously and professionally with all enquiries, providing an excellent standard of customer service in accordance with agreed service standards and levels of performance.

2. To assist in the prompt handling of customer enquiries or complaints, liaising with Impact HA staff as necessary to resolve the issue/problem and signposting customers to other services as appropriate.
3. To provide customers with advice on a broad range of housing and neighbourhood issues.
4. Provide a telephone enquiry and repair service for Impact HA to ensure a consistent, high quality approach in the receipt of residents' requests for repairs.
5. Order repairs in accordance with Impact HA's procedure and financial limits in order that customer requests are considered and dealt with promptly if action is required.
6. Book repair appointments for customers using IT based diaries.
7. Input data into the Association's repair and maintenance systems in order that appropriate monitoring and analysis can be carried out.
8. Undertake administrative duties in respect of the centralised repair service dealing with computerised and manual systems to deliver a quality service.
9. Apply correct expenditure code to the order, thus committing the cost of the repair to the appropriate budget.
10. Identify rechargeable repairs.
11. To contribute to the work of the Asset Management team including setting the annual plan. To work at all times to achieve the Impact Blueprint key ambitions.
12. To undertake reception and post duties as required.
13. Undertaking all duties in accordance with Impact's Diversity Policy, and all other relevant policies and procedures.
14. To be aware of all health and safety requirements that are relevant to the role and that are set out in Impact's Health and Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
15. To utilise all specialist IT systems, available for the service. This will include performance management and monitoring systems (SHAIP) as well as IBS systems.
16. To be proficient in Microsoft Office applications – especially Word, Outlook and Excel.
17. To undertake other duties and responsibilities commensurate with the post as directed by the managers in the service.

ORGANISATIONAL CHART



SIGN OFF

Job Holder:

Signature:

Date:

Line Manager:

Signature:

Date:

PERSON SPECIFICATION FOR REPAIRS ADMINISTRATION ASSISTANT

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
Education/Qualifications <ul style="list-style-type: none"> • Good standard of general education to GCSE level (or equivalent) 	Essential	Application Form
Experience <ul style="list-style-type: none"> • Experience of receiving repair requests and identifying appropriate work required • Experience of keyboard and telephone work • Experience of providing a customer focused telephone service in an admin capacity • Experience of working in a responsive repairs service 	Essential Essential Essential Essential	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
Practical and Intellectual Skills <ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Advanced IT skills • Actively promote value for money and efficiency • Good organisational skills • Thorough and accurate 	Essential Essential Desirable Essential Essential	Application Form/Interview Interview/References Application Form/Interview Application Form/Interview Application Form/Interview
Development <ul style="list-style-type: none"> • Willing to develop own skills and evidence of personal development • Attendance at an Equal Opportunities training course 	Essential Desirable	Application Form Application Form
Personal Qualities <ul style="list-style-type: none"> • An appreciation of, and commitment to, equality and diversity in all aspects of Impact HA's activities • Able to work with minimum supervision, meet deadlines and when required use initiative 	Essential Essential	Interview/References Interview/References