

- JOB DESCRIPTION:** SENIOR RESPONSIVE REPAIRS COORDINATOR
- LOCATION:** DUBLIN CITY CENTRE / HYBRID
- SALARY:** €52,000
- CONTRACT:** FULL TIME/ PERMANENT – 37 HOURS PER WEEK
- REPORTING TO:** RESPONSIVE REPAIRS MANAGER

KEY RESPONSIBILITIES:

The Senior Responsive Repairs Coordinator role involves assisting the Responsive Repairs Manager in key areas such as -

General

1. Ensure that residents receive a responsive repairs service of a high standard which is cost effective and in line with our objectives.
2. Assist the Responsive Repairs Manager in the management of the annual maintenance and repair budgets ensuring value for money is always achieved.
3. To monitor contractor performance in relation to each contract and overall KPIs.
4. Assessing and processing of contractor invoices.
5. To liaise with residents, colleagues, managers, external contractors and suppliers for Tuath Housing to ensure the delivery of repairs is effectively delivered to the required targets.
6. Respond to queries, complaints and compliments with regard to the responsive repairs service - remaining courteous, professional and cooperative at all times.
7. Validate data to be used within CRM and associated software.
8. Coordination and liaison with of the Out of Hours (OOH) emergency repairs services.
9. Ensure all reactive and void works are compliant with all current legislative and regulatory requirements whilst making appropriate recommendations on anticipated and new changes to ensure compliance.
10. Encourage customer involvement and feedback to ensure responsive repairs are well communicated to customers and responsive to customer needs.
11. Manage the coordination, communication, and maintenance of relationships with internal and external customers, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately.
12. Responsible for the achievement of excellent customer satisfaction.

13. Promote good practice and innovation, maximising the use of technology and data to drive repairs and maintenance decisions.
14. Provide timely and accurate management information for the purposes of reporting performance against our KPIs and Service standards.
15. Represent the Association as required at residents' meetings, external events, board, committees and other events, e.g. tribunals, appeals, court, etc.
16. Assess and where appropriate, challenge schedule of rates (SOR) or time & materials applications in accordance with the framework agreement for responsive and void works.
17. Assess and where appropriate, challenge contractor invoice variations to ensure that value for money is being achieved.
18. Ensure timeous invoice processing by staff within set limits to meet bimonthly payment runs.

Management Reporting & Performance Monitoring

19. Ensure staff provide an effective, high quality, customer focused service to tenants and residents of Tuath Housing.
20. Manage, develop and support the responsive repairs staff, undertaking regular one- to- ones and performance reviews in accordance with Tuath's policies and procedures.
21. Assist with staff recruitment, induction, training, and development enabling them to deliver quality services.

Health and Safety

22. To conduct all activities in a manner, which is safe to yourself and others. To be aware, and to act in accordance with the associations health and safety policy.
23. To contribute to the effective delivery of quality customer orientated service through the formulation, review and proper implementation of policies and procedures.
24. To participate in the development of risk assessments in line with the organisational and operational risk register.
25. To adhere to requirements of service level agreements or resident guarantees in the delivery of a quality responsive repairs service.
26. Effective monitoring and management of relevant contracts, ensuring compliance with all health and safety requirements ensuring the safety of customers, colleagues and contractors.
27. To participate on forums/working groups/committees as required.
28. To maintain accurate and up to date files for each property in CRM management area.

Other

29. Carry out any other duties as required by the responsive repairs manager or director of property services.

Equality and diversity

30. Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

The job description is not definitive or restrictive and will be subject to periodic review.