

Senior Repairs Officer

Full-time (37 of Hours) – Permanent
Grade C1 - £32,076 - £34,834 per annum

North Kesteven District Council is seeking an **experienced** professional to join the **Property Services Repairs Team**; This post puts you at the heart of a **busy** department handling day to day repairs, Voids and maintenance critical to the Council's obligations to provide safe, efficient, and welcoming homes.

Job Requirements:

- A detailed understanding of property construction types.
- Experience of working within a repairs and maintenance service.
- HNC building/housing related qualification or equivalent experience.
- An understanding and practical experience of Damp and Mould analysis (desirable).
- Experience and understanding of Disrepair Claims and Housing Ombudsman responsibilities.
- Knowledge of current legislation and upcoming regulatory changes pertinent to social housing.

Key Responsibilities:

- To monitor housing repair reports received, using technical knowledge and experience to liaise with both tenants and contractors as required, in order to generate work orders.
- To assist tenants and obtain clear information on repair problems and give technical advice.
- To provide instructions to contractors in a concise and efficient manner.
- To challenge poor quality work with the contractors and provide reports in a timely manner.
- To carry out inspections and analysis to properties where damp and mould issues have been reported.
- To handle complex complaint cases.

Key Attributes

- Highly motivated and dedicated individual.
- Commitment, enthusiasm, and a passion with a focus on delivering excellence.
- The ability to handle difficult situations and communicate effectively is **essential**.
- The ability to work in a busy environment whilst prioritising a varied **workload**.

You will be required to apply a high level of **conscientiousness** when carrying out this role, to support the delivery of repairs **service** at a **technical** level and show an appreciation of the contribution local government can make to the welfare of the people living, working, and visiting the district. If you feel you have what it takes, this could be the role for you.

If you would like an informal chat about this post, please call
Clive Hillcoat Repairs and Planned Maintenance Manager– **01529 414155**

**To complete an application form and further details,
please visit our website www.n-kesteven.gov.uk**

The closing date for all applications is **22 December 2023**
The interview date will be **9 January 2024**



North Kesteven
DISTRICT COUNCIL

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Flexible Working

Depending on the needs of your role, we will consider requests for flexible working for whatever reason you should need it. We recognise flexible working will not look the same for everyone, because it depends on the nature of the role and the needs of the individual.

Types of flexibility could include:

- Staggered hours having different start and finish times.
- Set shift patterns to allow for predictability.

Mandatory Job requirements

Does this job require:

Enhanced DBS Check	No
Standard DBS Check	No
Basic DBS Check	No
Driving licence	Yes
A car available for work	Yes



North Kesteven
DISTRICT COUNCIL

Why join North Kesteven District Council?



Shortlisted for the local government sector's biggest accolades and recognised for our strength, stability and supportive working environment, North Kesteven District Council **is going places**.

Successful Partnerships



With a scale of ambition and achievement that belies our size, North Kesteven is widely recognised as **an effective, positive, and well-respected partner** that is future focused in regard to both the communities we serve and the colleagues who work at NKDC collaborating in successful outcomes.

Awards



- Local Authority of the Year finalist in the MJ Awards 2022
- Council of the Year finalist in the LGC Awards 2022
- Chief Executive of the Year finalist in the MJ Awards 2022
- Investors in People Gold Accreditation 2021
- Investors in People – Health and Wellbeing Gold Accreditation 2022
- Active Lincolnshire's Workplace Wellbeing Award Winner 2021 & 2018
- Colleague motivated by Council wellbeing offer awarded for Active Change and as Active Champion 2021 by Active Lincolnshire
- Campaign of the Year finalist in LGC Awards 2021 for communications partnership work

Commitment to Net Zero



Accelerating bold climate action aspirations, building homes at pace and to high-levels of energy-efficiency, growing capacity and confidence in the local economy, enhancing the local environment, delivering excellent services in ways that customers want them and investing heavily in advancing a District of Flourishing Communities, we draw on the talents of everyone with the team in achieving meaningful progress. With a direct thread linking every colleague's individual action directly to our overarching vision and purpose, it is as important to us that everyone sees how they contribute to and connect with our climate aspirations, as much as to our overall service delivery plans and personal wellbeing commitments

Your Wellbeing



Your wellbeing is as important to us as it is to you; with an agile working preference to facilitate a positive work-life balance, dedicated and award-winning provision of paid wellbeing time, discounted leisure access, generous healthcare and pension arrangements and a supportive culture that is championed throughout the organisation and recognised by public-sector leaders as a 'key priority' for us.

The Benefits

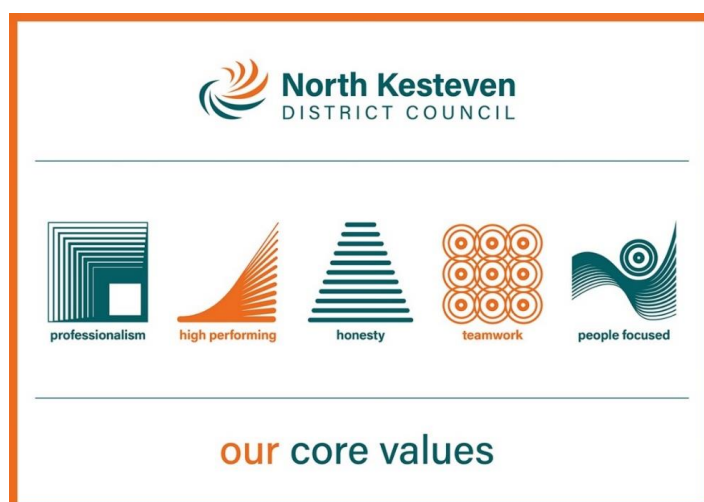
At North Kesteven, we pride ourselves on our benefits package. Colleagues existing benefits cover:



- Local Government Pension Scheme
- Essential Car User Allowance
- Enhanced holiday pay, increasing with time served
- Dedicated counselling services
- Free eye tests and vouchers for glass for DSE use
- A suite of fitness programmes and wellbeing time
- Healthcare cash plan
- Cycle to Work Scheme
- Payment of professional fees
- Discount schemes
- Hybrid working



We know that we are only as good as the people that make us. We are proud of the many conscientious, committed, dedicated and determined individuals who collectively collaborate in shaping excellent, effective and efficient enhancements in the lives, fortunes and opportunities of our customers and our communities. But we're short of one person, specific to this role. If you feel it's you, please let us know how you can contribute and add something more to both what we do and what you do.



To get a sense of what we're planning over the coming years, see:

www.n-kesteven.gov.uk/NKplan

To explore what external industry assessors say about us, see:

www.n-kesteven.gov.uk/CPC2021

To share our longer-term 2030 vision, see:

www.n-kesteven.gov.uk/ourcommunitystrategy

To understand our climate approach, see:

www.n-kesteven.gov.uk/climateaction

To be informed on our strong financial position, see the finance plan at:

www.n-kesteven.gov.uk/NKplan