

JOB DESCRIPTION



Job No	TBC	Job Title	Repairs Contact Centre Agent
Department	Repairs Contact Centre	Reports to	Repairs Contact Centre Manager
Date effective	September 2026	Salary band	30,300

Purpose

To provide first line customer service across multiple contact channels

Key responsibilities

1. Be the first point of contact for all customer telephone enquiries relating to repairs and maintenance.
2. Provide a high standard of customer service across all communication channels, ensuring a professional and empathetic approach.
3. Take ownership of customer enquiries, managing cases through to resolution wherever possible.
4. Identify the nature and priority of repair requests, accurately diagnosing issues and referring complex cases to the appropriate team when necessary.
5. Log repair requests accurately within the housing management/repairs management system, ensuring all customer and property details are recorded correctly.
6. Raise repair orders and schedule appointments in accordance with agreed policies, procedures, priorities and service level agreements (SLAs).
7. Prioritise emergency, and routine repairs in line with organisational policies and health and safety requirements.
8. Liaise with contractors, operatives and internal departments to coordinate repair appointments and ensure timely completion of works.
9. Monitor outstanding repairs, progress chase requests and keep customers informed of updates, delays and outcomes.
10. Resolve repair-related enquiries at the first point of contact wherever possible, reducing unnecessary referrals.
11. Handle complaints relating to repairs in line with the organisation's complaints procedure, seeking early resolution where appropriate.

12. Provide customers with clear advice on repair responsibilities, appointment processes, access requirements and expected timescales.
13. Identify safeguarding concerns, health and safety risks or vulnerable customers, escalating these in accordance with organisational procedures.
14. Process repair variations, cancellations, follow-on works and contractor updates as required.
15. Complete general repairs administration, ensuring records are accurate, up to date and compliant with data protection requirements.
16. Effectively manage customer communications received through telephone and emails.
17. Make recommendations for service improvements by identifying recurring repair issues, customer feedback and process inefficiencies.
18. Deliver individual and team Key Performance Indicators (KPIs), quality standards and customer satisfaction targets.
19. Work collaboratively with colleagues, contractors and stakeholders to achieve positive customer outcomes.
20. Maintain a good working knowledge of repairs policies, procedures, responsive repairs, voids, planned maintenance and relevant housing legislation.
21. Support continuous improvement initiatives and participate in team meetings, training and development activities.

Undertake any other reasonable duties commensurate with the role as required.

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Line management

Direct reports: Repairs Contact Centre Team Manger

Indirect reports: Interim Contact Centre Manager

Financial responsibility/authority

Budget: None

Expenditure: None

Financial authority limit: None

Key internal contacts

All Property Services colleagues, Joint Venture staff, all other A2Dominion departments, IT Trainer, Support Services.

Key external contacts
General Public, Residents, Tenants, Contractors, New Business Clients, Suppliers, Local Authorities, other Housing Associations and other External Partners.

General expectations
Employees are expected to comply with the Group's Code of Conduct and all Policies and Procedures relevant to their employment and job role.

This job description outlines the main responsibilities of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.