

Building homes,  
independence  
and aspirations



## Job Profile

Job Title	Administrator (Repairs and Maintenance)		
Job Reference No.	HOMEJD821	Date of issue:	10/04/2026

### The job in a nutshell...

You will be responsible for providing an efficient administration service within Home Groups repairs and maintenance service, that promotes efficiency, drives productivity and provides excellent customer service.

### What success will look like...

The shared goals and successes in the role will include but not exclusive to;

You will promote the efficient use of in-house systems to maximise service delivery and implement new and improved ways of working to ensure continuous service improvements and efficiencies.

All systems will contain accurate and up to date information to reflect real time activity, providing timely and efficient resources for works to be completed and highlighting where job volumes may exceed available resources allowing action to be taken to address the situation.

You will maintain and produce information using works order management systems and a variety of manual and computerised systems. Ensuring all material, plant and subcontractor orders are updated on the relevant systems in order to obtain the necessary services, equipment and goods required.

You will be responsible for the provision of general business support activities to ensure an effective and efficient service is provided. This includes printing, scanning and photocopying, stationery ordering, distribution of post and filing. You will provide excellent customer service in all areas of service provision dealing with customer-based enquiries in an efficient, customer focussed manner.

Provide additional support and cover to the scheduling team where required.

You'll already have these brilliant skills, qualifications and knowledge...

A track record of working in a fast-paced Repairs and Maintenance environment, with experience of using housing management and workforce planning systems.

Highly developed analytical, resourcing and communication skills, with the ability to collate detailed information for various audiences in an efficient and effective way.

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Experience working in a fast-changing environment with the organisation and customer service skills needed to manage changing priorities.

Awareness of Health and Safety and compliance within a Repairs and Maintenance environment.

You'll already have these **brilliant** skills, qualifications and knowledge...

<b>Transferable Skills.</b>	<b>Technical qualifications, experience and knowledge.</b>
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Listening to customers to understand their needs</li> <li>• Understand how your role makes a difference to our customers</li> <li>• Recognise each customer is different and adopt a flexible, personal approach</li> </ul>	<p><b>Repairs and maintenance systems</b></p> <ul style="list-style-type: none"> <li>• Experience using housing management systems within a repairs and maintenance service</li> <li>• Experience using workforce planning or works order management systems</li> <li>• Maintaining accurate, real-time job, resource and order information across systems</li> </ul>
<p><b>We have an eye for detail</b></p> <ul style="list-style-type: none"> <li>• Applying legislation, working within policies and procedures</li> <li>• Using and recording information accurately and timely</li> <li>• Working in a safe, effective, caring and well-led way</li> </ul>	<p><b>Repairs administration expertise</b></p> <ul style="list-style-type: none"> <li>• Working in a fast-paced repairs and maintenance environment with changing priorities</li> <li>• Raising and updating material, plant and subcontractor orders on relevant systems</li> <li>• Producing and maintaining operational information for service delivery</li> </ul>
<p><b>We are self-starters</b></p> <ul style="list-style-type: none"> <li>• Be well organised</li> <li>• Be proactive</li> <li>• Strive to get it right the first time</li> </ul>	<p><b>Health and safety awareness</b></p> <ul style="list-style-type: none"> <li>• Awareness of health and safety requirements within a repairs and maintenance setting</li> <li>• Understanding the importance of compliance in day-to-day administrative activity</li> <li>• Supporting safe service delivery through accurate system information</li> </ul>

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience using Capita Open housing and Dynamic Resource Scheduling Systems (DRS), in a repairs and maintenance environment.

## We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

## Other **important** stuff..

Budget Holder	No		
Manages People	No		
Travel	Occasional	Driving Essential	No
DBS	None		

