

Job Description

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| Job title: | Repairs Service Advisor |
| Reports to: | Team Manager – Technical Hub |
| Responsible for: | No Direct line management responsibility |

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

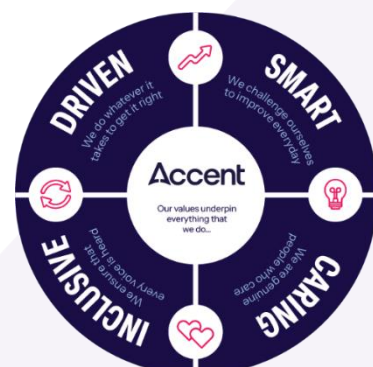
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Repairs Advisor, your primary role will be to manage repair-related enquiries, ensuring customers receive timely and effective resolutions. You will be responsible for diagnosing faults, raising jobs, and ensuring work is completed efficiently. You will liaise with customers, contractors, and internal teams to resolve repairs issues and keep all parties updated on progress. Through your attention to detail and strong communication skills, you will help maintain customer satisfaction and contribute to improving service delivery across the organisation.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Repairs Advisor, you will embody these values by delivering exceptional customer service while balancing the needs of customers, contractors, and internal stakeholders. You will ensure that repairs are handled with professionalism and efficiency, demonstrating resilience and empathy when resolving issues. Your commitment to maintaining high standards of service delivery will be instrumental in helping Accent achieve its goals.



Key Responsibilities and Duties

- Handle all aspects of the repairs process, including call or email handling, fault diagnosis, job raising, and job allocation.
- Work closely with customers, contractors, and internal teams to ensure repair works are raised and completed within agreed timeframes.
- Work within a busy contact centre, managing large volumes of calls and emails, while maintaining high service standards.
- Maintain accurate and up-to-date customer records, ensuring all interactions are documented in the appropriate systems and in compliance with GDPR requirements and Accent policies.
- Investigate repair histories and liaise with Accent Partners on non-access and tenant-related issues to facilitate timely resolutions.
- Evaluate customer needs to provide first-contact resolutions and escalate cases to relevant departments when necessary.
- Handle escalated customer queries, ensuring issues are resolved to meet Accent's high standards of service.
- Demonstrate empathy, patience and professionalism when dealing with customer concerns especially in high pressure situations. Contribute to achieving team and individual objectives, focusing on improving customer satisfaction and retention.

The must haves:

- Good numeracy and literacy skills, with the ability to understand and explain repairs policies and guidance
- Experience working in a fast paced customer-service environment, ideally within a contact centre setting, with proven ability to handle high volumes of calls and emails while maintaining service quality.
- Strong verbal and written communication skills, with the ability to provide clear and accurate information.
- Strong problem-solving skills, with the ability to evaluate information and provide appropriate solutions
- Proficiency in Microsoft Office and familiarity with digital platforms.
- Strong customer service skills, including conflict management and dispute resolution.
- Resilience in handling challenging customer interactions while maintaining professionalism.
- High attention to detail, with experience of accurately recording data and customer interactions within a CRM system.

The added extras:

- Knowledge of repairs and maintenance services.
- Customer Service qualifications

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.