Complex Repairs Advisor

Team	Salary
Customer Service	£28,810
Team responsibility	**Line manager**
None	Service Centre Team Leader

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide reliable, quality services. The complex advisor role provides a customer focused, compliance led service within the customer service department, specialising in the diagnosis, triage, and management of complex repairs, particularly those relating to HHSRS and damp and mould risks.

The role is responsible for ensuring repairs are accurately prioritised based on severity, with a strong focus on customer safety, wellbeing, and regulatory compliance, while contributing to high-quality service delivery and maintaining the condition of homes, taking ownership of resolving issues and delivering on our customer promises.

Duties and Responsibilities

- Deliver high quality services in full compliance with all relevant legislation and regulatory requirements, including but not limited to Awaab's Law and the Housing Health and Safety Rating System (HHSRS).
- Provide a comprehensive case management service for complex and high-risk repairs, ensuring compliance with statutory obligations, maintaining detailed records, and keeping customers informed throughout the process.
- Ensure all repairs are correctly categorised with full consideration of customer needs, vulnerabilities, and health factors, proactively identifying and escalating any risks in line with compliance and safeguarding requirements.
- Take ownership of customer enquiries and complaints, working proactively to resolve issues, in accordance with service standards and compliance requirements, to improve customer satisfaction.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	November 2026	New Template	

- Meet and maintain individual performance targets while contributing to overall team performance, ensuring all activities are carried out in line with compliance, quality, and service standards.

- Respond to customer enquiries and repair requests across all communication channels, ensuring accurate recording, appropriate triaging, and compliant allocation or escalation, including appointment scheduling or referral to the relevant teams.

- Provide guidance and support to colleagues on matters relating to Awaab's Law and HHSRS, promoting awareness, consistency, and best practice across the organisation.

- Maintain up to date knowledge of all relevant legislation, including attending and successfully completing accredited training on Awaab's Law and HHSRS, with ongoing refresher training as required.

- Ensure the organisation remains fully compliant with evolving regulatory requirements, monitoring legislative updates and implementing changes into working practices as needed.

- Support the organisation in maintaining a safe environment for customers, recognising the role as safety-critical and ensuring all actions prioritise customer wellbeing and risk mitigation.

- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.

- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

The above is not an exhaustive list of duties and you will do any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Excellent customer service and communication skills
- Ability to prioritise and organise workload to meet deadlines and objectives
- Ability to work on own initiative with the minimum of supervision, but also be an effective team worker

- Ability to effectively communicate and collaborate with a wide range of stakeholders internally and externally
- Knowledge and application of the relevant legislation, policies and procedures
- Ability to apply legislation to specific circumstances
- Experience of analysing data to help make informed decisions
- Experience of using a variety of different systems

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives and clear communication between teams, coaches others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- Good standard of education (NVQ Level2/GCSE's or equivalent) or relevant exempting experience

It's a bonus if you also bring

- Knowledge and experience of the Housing Sector
- Experience of a Customer Service role
- Experience of working with vulnerable customers and difficult situations
- NVQ2 Customer Service or Institute of Customer service communications or solutions

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.