

Technical Officer

Job Description

Pod: Property

Stem: Repairs

Reports to: Repairs & Voids Manager



Red Kite's Expectations

At Red Kite, we expect you to bring genuine enthusiasm for your work and a strong commitment to delivering excellent service for our tenants. You should approach each day with a positive mindset, engage confidently with customers and ensure they feel supported, respected and safe in their homes. Everything you do should reflect our focus on fairness, quality and continuous improvement, with customers placed at the centre of every decision and action you take.

We also expect you to play an active role in shaping our organisational culture. This includes helping to embed our vision, mission and values into daily practice and working collaboratively with colleagues, senior managers, contractors and tenants to create services that are high quality, cost effective and innovative. By embracing new technology and encouraging customer involvement, you will help us deliver services that respond effectively to the needs of our communities.

Key Responsibilities

Operational Delivery

- Deliver day-to-day repairs and minor project work that protect and improve customers' homes
- Manage work to minimise financial, operational and health and safety risks
- Participate in routines during office hours and occasionally outside normal hours to support the responsive repairs service
- Ensure work is delivered fairly and equitably, maximising the value of assets
- Work closely with the Relationship Team and other stakeholders to develop and deliver excellent services
- Pursue excellence in all aspects of the repairs service and wider business
- Ensure tenants and leaseholders influence the design and delivery of services
- Support the delivery of Red Kite's vision, mission and values
- Demonstrate an excellent approach to customer service

Project and Contractor Management

- Provide technical advice and support to colleagues, staff and stakeholders
- Manage allocated projects via mobile technology or manual allocation
- Oversee the quality of contractor work and ensure compliance with standards and good practice
- Reconcile final accounts, process valuations, pay invoices, manage disputes and issue certification
- Produce project updates and complete post-project reviews
- Support home and estate inspections and mutual exchanges

Emergency and Out-of-Hours Support

- Participate in an office cover rota to provide technical cover and out-of-hours handover
- Take part in an on-call rota to provide evening and weekend support during emergencies, including occasional attendance at major incidents

Our Essentials

- Strong customer-focused mindset
- Ability to build effective working relationships with staff, managers, partners and customers
- Excellent verbal and written communication skills
- Confident, independent problem solver and decision maker
- High personal drive and commitment to Red Kite's aims and social housing
- Flexible and open to change
- Good time management and prioritisation skills
- Team player with strong self-awareness
- Commitment to service improvement
- Ability to translate good practice into improved service delivery
- Full and valid driving licence
- Ability to supervise work in any delivery model used by Red Kite

Added Extras

- Experience working in a customer-focused organisation
- Experience in housing or a similar environment
- Experience in organisations that prioritise value for money and continuous improvement
- Familiarity with using technology to improve services
- Negotiation and dispute resolution skills
- Leadership style that reflects organisational values and behaviours
- Understanding of best practice in social housing
- Strong IT skills including Microsoft Word, Outlook, Excel and PowerPoint
- Genuine desire to deliver excellent service

Qualifications, Skills & Experience

- Experience managing both large and small property-related works
- Experience supervising contractors or in-house maintenance staff
- Experience delivering building projects in occupied domestic homes
- Strong technical knowledge of construction and construction-related health and safety
- Ability to manage budgets effectively and deliver value for money
- Relevant qualification such as BTech, HNC, CIOB, RICS, ONC or equivalent experience.