

Post Title: Housing Services Triage Officer
Grade: NCC D

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To enhance the effectiveness of the call centre team by providing technical support in diagnosing housing repair issues, validating work orders through resident engagement, and assigning priorities in line with service level agreements and the Council's corporate values.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Advise call centre operatives on diagnosing repair issues
4. Review and authorise work orders for accuracy and cost-effectiveness
5. Contact residents to verify repair needs and clarify incomplete work orders.
6. Promote a positive and respectful customer experience.
7. Apply policy frameworks to assess urgency and assign response times.



8. Escalate complex cases and maintain accurate records.
9. Identify trends and communicate findings for service improvement.
10. Collaborate with internal teams and external contractors.

Numbers and grades of any staff supervised by the post holder:**N/A**

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Head of Responsive Repairs**Date**



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓		
Technical Skills and Knowledge	Understanding of social housing maintenance standards and repairs diagnostics.	✓	✓	
	Ability to interpret technical repair information and apply policy judgements	✓		
	Strong communication and interpersonal skills	✓	✓	
	Experience in customer-facing roles, ideally within housing or repairs	✓	✓	
	Familiarity with housing management systems (e.g., Northgate, Total Mobile).	✓	✓	
	Experience in a housing, maintenance, or call centre environment	✓	✓	
	Knowledge of Total Mobile video triage and Repairs Finder	✓	✓	
	Understanding of Awaab's Law and emergency repair protocols	✓	✓	
Skills and Abilities	Problem-solving and decision-making in a fast-paced environment	✓	✓	



	Collaborative working across teams and departments.		✓	✓	
	Creative thinking to improve workflows and customer journeys		✓	✓	
	High level of discretion and judgement in repair triage		✓	✓	
Qualification requirement	Desirable: NVQ Level 2 or above in Housing, Construction, or Customer Service		✓	✓	✓
A - Application	AC – Assessment Centre	D – Documentary			