



Post Title: Rechargeable Repairs Officer Grade: NCC E

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 pro-actively take the necessary measures to recover income due to the Company, whilst demonstrating customer focus and partnership working.

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. To take action to recover debt owed to the Company.
4. To contact customers who owe money in order to secure payment by use of the telephone and correspondence.
5. To advise customers of the legal framework for the recovery of debt.
6. To clarify customers' understanding of their liability for the debt and their payment options.



7. To respond to telephone and written enquiries from debtors, in a customer focused and professional manner.
8. To undertake computer record updating.
9. To give evidence on behalf of the Company in the Magistrates and County Court as required.
10. To participate in the development of business plans for the service.
11. To liaise with the Council and other sections within the Company on recovery issues and highlighting to the Manager, issues with regard to procedures not being followed or no longer being effective.
12. To prepare statistical data to inform stakeholders of our performance and to be able to present comparator information on best in class performance. Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant participation.

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: Leaseholder and Rechargeable Repairs Manager

Date: January 2026



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	I	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	Experience of providing, collating and producing accurate work, for example correspondence, reports, numerical and statistical information using computerised packages	✓	✓	
	Experience of undertaking clerical functions such as, filing, faxing, photocopying and reception duties	✓	✓	
	Experience of developing services to achieve and maintain top quality performance in service delivery, within a Value for Money framework	✓	✓	
	Knowledge and experience of using IT as an analytical and management tool	✓	✓	
	Able to demonstrate skills to improve services and performance for our tenants and leaseholders	✓	✓	
	Good interpersonal skills and a proven ability to communicate effectively at all levels	✓	✓	
	Able to develop and present written or verbal information in a clear and concise manner	✓	✓	
	Proficient in the use of Microsoft Office word processing and spreadsheet software packages	✓	✓	



	A general knowledge and awareness of housing and housing related issues	✓	✓	
General	Ability to challenge discriminatory attitudes, statements and behaviour	✓	✓	
	Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.		✓	
A - Application	I - Interview	D – Documentary		