

PCHA

CONNECTING COMMUNITIES

Recruitment Pack

Repairs Officer

August 2025

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Repairs Officer. This is an exciting role and a fantastic opportunity for the right candidate to join the PCHA team and make a real difference to our residents during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community-based housing association based in and around the London boroughs of Bromley and Bexley. We own and manage approximately 650 homes, with more in the pipeline. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business, and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun while we do it, so it's a great place to work.

We are in an exciting phase of our future. In 2023 we took over another small housing association and in July 2024 we entered into a long-term partnership with the London Borough of Bromley to manage their housing stock on their behalf. This has meant that we have almost doubled in size over the last year or so, and has enabled us to build our resilience and strengthen our business plan to face the challenges ahead.

Our residents and our values are at the heart of everything we do, and we expect every member of the team to support and drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to both PCHA and our residents. This role is a critical and exciting one for the right person.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12 to 18 months will see significant change and so we need staff who thrive in a fast-paced environment. We believe we punch above our weight and want staff who can do the same!

We have a committed and enthusiastic staff team and we need people that can support PCHA and lead the team to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a positive impact then this could be the role for you.

We recognise this is a key role and in order to get the right person we can be flexible about the hours/days worked and the package we can offer.

Should you wish to have an informal chat about the role, please contact Sian Llewellyn, Director of Operations or Steve Fox, Head of Property Services on 020 8659 3055 or sian@pcha.co.uk / steve@pcha.co.uk.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance

- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Strategic Objectives 2025-28

Our Services – services we can be proud of

- ❖ Deliver excellent services
- ❖ Place residents at the heart of everything we do
- ❖ Support residents to thrive in their homes

Our Homes – places residents are proud to call home

- ❖ Maintain high quality homes where residents feel safe
- ❖ Create sustainable homes that are fit for the future
- ❖ Deliver affordable homes to meet housing need

Our Community – making an impact

- ❖ Be a partner of choice
- ❖ Work with others to tackle poverty and social isolation
- ❖ Be a powerful voice for change

Our Business – punching above our weight

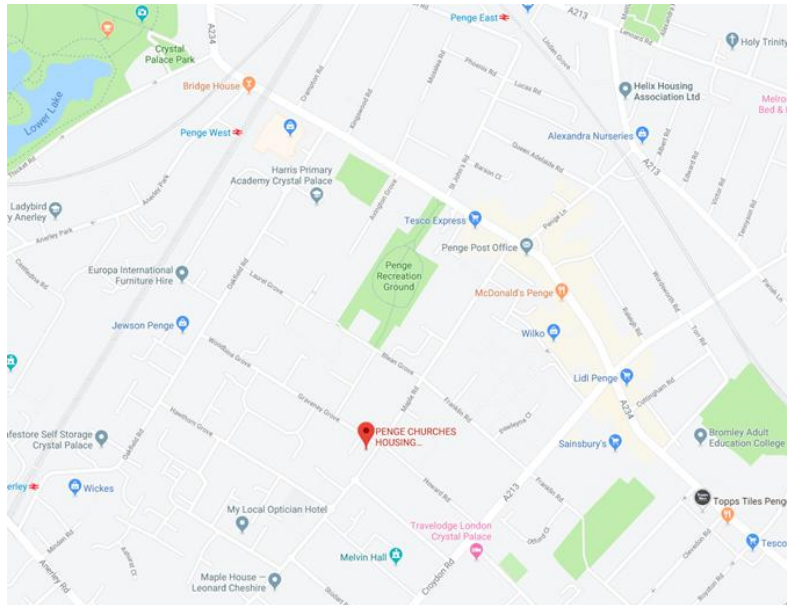
- ❖ Be a bold and agile organisation that thinks ahead
- ❖ Use our resources proactively and effectively to create lasting impact
- ❖ Build on our reputation as an organisation that delivers

Our People – an organisation people are proud to belong to

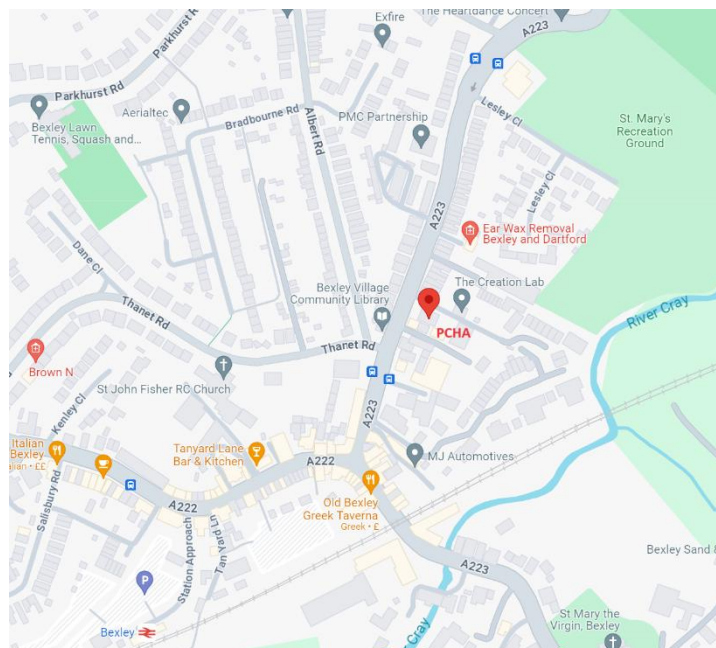
- ❖ Be an employer of choice
- ❖ Maintain a positive working culture where staff can grow, learn and shine
- ❖ Embrace and celebrate the diversity of our people

About PCHA – Our Offices

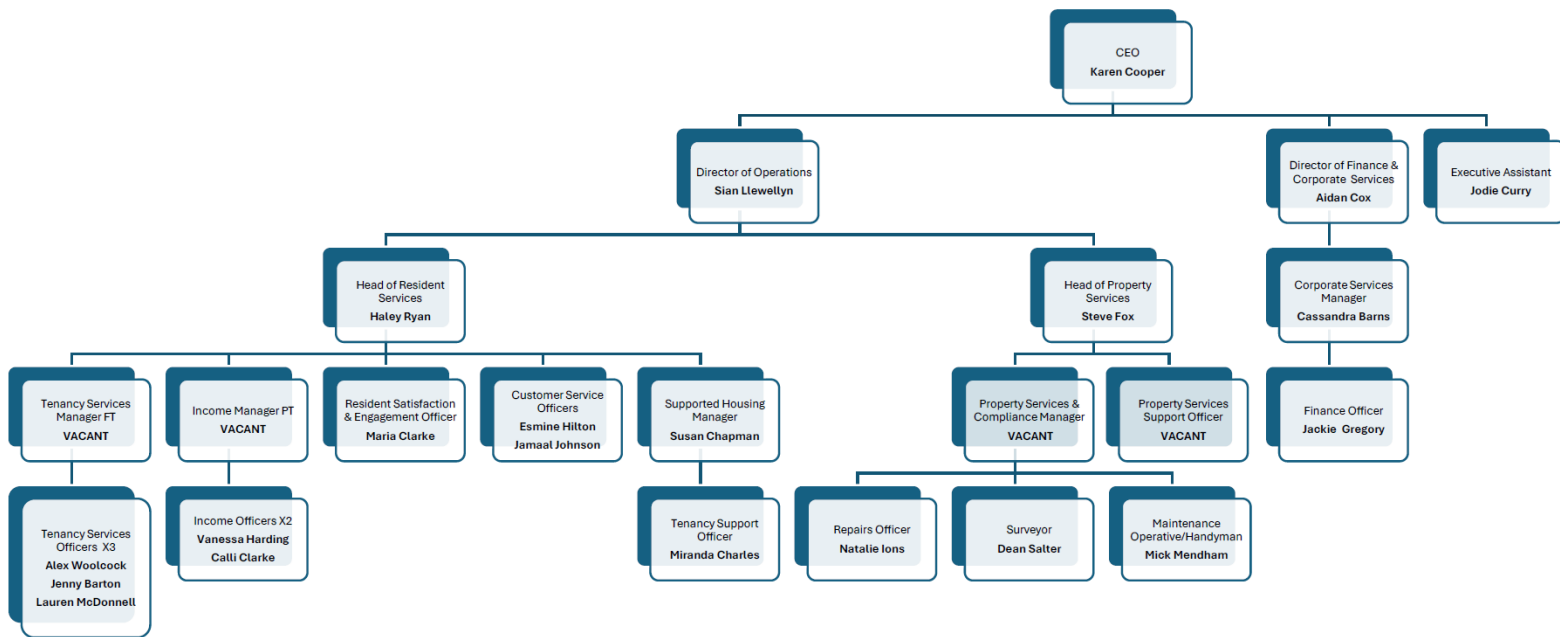
PENGE – Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY – Based in Bexley Village, DA5, our current office is within a 5-minute walk of Bexley station, with the shops and cafes of Bexley close by. We have parking on site.



Structure Chart 2025



Key Terms and Conditions

- Basic Salary circa £45k per annum
- Location: Agile working in place (Bexley/Penge Offices/Home)
- Hours: Full time, 35 hours per week
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

Job Description and Person Specification

Job Title:	Repairs Officer
Reporting to:	Property Services Manager
Area:	All PCHA owned and managed properties

SUMMARY OF POST

Maintaining our homes and communal areas—both owned and managed—to the highest standards is essential to resident satisfaction, and this role is central to that objective. You will be responsible for delivering excellent customer service related to responsive repairs and voids across our housing stock. This includes managing the end-to-end responsive repair process, ensuring repairs are completed within agreed timescales and to a high standard, and meeting all relevant KPIs. You will also oversee the voids management process, ensuring targets are met. The role involves regular liaison with residents, contractors, and third parties associated with both owned and managed properties.

1. Key Tasks

- 1.1** Represent PCHA positively to residents, partners, stakeholders, and external bodies.
- 1.2** Deliver excellent customer service by responding promptly to queries and concerns regarding responsive repairs and voids from residents, contractors, and team members.
- 1.3** Manage the end-to-end repairs and voids processes using Plentific, Homemaster, or other systems, ensuring all records are accurate, up to date, and supported by relevant documentation.
- 1.4** Liaise with contractors to obtain quotes, issue work orders, and monitor progress and quality. Maintain communication with both residents and contractors to ensure work is completed to the agreed standard and within our targets. Proactively follow up on any outstanding works daily to ensure customer service standards and KPIs are met.
- 1.5** Carry out pre- and post-inspections of responsive repair and void works within agreed targets.

- 1.6** Deliver the voids management process, ensuring adherence to targets. Update the voids register with accurate dates, actions, and documentation. Work closely with Tenancy Services to carry out inspections and handovers.
- 1.7** Manage the repairs inbox and respond to all emails within our customer service standards. Deal with all queries from staff, contractors and residents in a timely and proactive manner.
- 1.8** Provide cover for the Property Services Team as needed.
- 1.9** Respond promptly and professionally to complaints or service issues related to responsive repairs and voids, raised by residents or colleagues.
- 1.10** Liaise with the Resident Satisfaction and Engagement Officer regarding resident dissatisfaction or quality of works, following up with any required actions promptly and proactively to ensure a positive outcome.
- 1.11** Approve contractor invoices within authorisation levels in a timely manner to facilitate prompt payment.
- 1.12** Work proactively with contractors to monitor performance and ensure targets are met.
- 1.13** Meet all relevant KPIs, maintain accurate records, and provide performance data on repairs and voids. Submit reports on late completions or missed targets as required.
- 1.14** Build and maintain positive working relationships with internal and external stakeholders to support the effective delivery of repairs and void services.
- 1.15** Ensure all systems are updated daily, maintaining a clear and accurate audit trail for all responsive repairs and voids.

2. General Responsibilities

- 2.1** Work flexibly and collaboratively as part of a small team, providing cover as required.
- 2.2** Prioritise resident needs, delivering high standards of customer service internally and externally.
- 2.3** Adhere to PCHA's values, policies, and procedures.
- 2.4** Represent PCHA professionally at internal and external meetings.

- 2.5** Observe all health and safety regulations, ensuring the safety and wellbeing of colleagues, residents, and contractors.
- 2.6** Undertake any other reasonable duties as required from time to time.

Note: This job description is a broad summary of the role; it does not cover every issue or task which may arise within the post at various times. The post-holder is expected to work flexibly and carry out other duties as required from time to time.

Key Accountabilities:

- Pre-inspections as required, including pre-void inspections
- Post inspections as required
- Responsive Repairs, from issuing orders to completion/payment
- Managing Plentiful and all works orders relating to responsive repairs and void works

KPIs:

- Repair Response Targets – 100% emergency, >97% urgent, >90% routine
- Tenant satisfaction >85%
- Void turnaround < 30days

Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Good level education or equivalent experience	<input checked="" type="checkbox"/>	
1.2	CIH or other relevant qualifications		<input checked="" type="checkbox"/>
2	Knowledge and Experience		
2.1	Track record of working positively and proactively with residents/customers to deliver excellent services	<input checked="" type="checkbox"/>	
2.2	Proven experience in managing responsive repairs and void property processes within a housing or property management environment	<input checked="" type="checkbox"/>	
2.3	Previous experience in inspecting properties, identifying repairs and specifying works	<input checked="" type="checkbox"/>	
2.4	Demonstrable experience in working with contractors and internal teams to deliver repair and void works	<input checked="" type="checkbox"/>	
2.6	Experience of working to, achieving and reporting on performance targets and KPIs	<input checked="" type="checkbox"/>	
2.7	Understanding of housing related health and safety compliance matters and legislation	<input checked="" type="checkbox"/>	
2.8	Track record of managing works to achieve tight deadlines and KPIs	<input checked="" type="checkbox"/>	
2.9	Experience of managing contractors performance	<input checked="" type="checkbox"/>	
2.10	Experience using Homemaster or other housing or asset management systems	<input checked="" type="checkbox"/>	

3	Skills and Ability		
3.1	Excellent communication skills, with a positive can-do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	
3.2	Excellent IT, organisational and administrative skills, particularly Word, Excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Good numeracy skills, confident with numbers and Excel	<input checked="" type="checkbox"/>	
3.4	Ability to take a stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	
3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand/follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	
4	Behavioural		
4.1	Builds strong relationships <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Is fair minded, inclusive and non-judgemental • Is positive with has a can-do approach 	<input checked="" type="checkbox"/>	

4.2	<p>Delivers excellent customer service</p> <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Treats people as individuals and tailors their approach wherever possible • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	<input checked="" type="checkbox"/>	
4.3	<p>Acts with Integrity</p> <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	<input checked="" type="checkbox"/>	
4.4	<p>Planning and Organisation</p> <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	
4.5	<p>Being Ambitious</p> <ul style="list-style-type: none"> • Creative and open to new ideas • Embraces change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	
5	Commitment / Other		
5.1	Willing to work flexibly	<input checked="" type="checkbox"/>	
5.2	Access to a vehicle and full UK driving licence	<input checked="" type="checkbox"/>	

Advert

Repairs Officer Full time Salary circa £45k

PCHA is a successful, small community-based registered provider of social housing based in Penge, Southeast London. We own and manage around 650 homes, with more in the pipeline. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley, and we are passionate about working together with our residents and making a positive impact on our community.

We are seeking an experienced, organised and proactive Repairs Officer, with a strong customer focus who is thorough, methodical and consistent. Common sense, strong problem solving skills, accurate and timely record keeping and persistence in following things through to completion while ensuring processes are followed are key to this role. You will need to be equally comfortable with administrative work such as managing the repairs inbox, obtaining quotes and issuing works orders and more hands on work including carrying out pre and post inspections of repair and void works and liaising directly with contractors and residents. Timely turnaround of both individual repairs for residents and ensuring vacated properties are turned around and made ready for relet quickly are key aspects of this role and essential to the delivery of our services and customer satisfaction. We need someone who wants to make a positive difference to our residents, their colleagues and help us to be confident that we are providing the best services possible while meeting all legal and regulatory requirements. We are a small, friendly, enthusiastic and customer focused team who aim to punch above our weight and hold our values dear. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to the organisation and our residents.

You will need a positive and resilient approach with excellent communication and relationship building skills. As well as strong organisation skills,

perseverance, and a passion for customer service, the successful candidate will embody the vision, values and ambitions of PCHA.

The successful candidate will:

- have a positive outlook, approachable manner and be customer focused
- be a great relationship builder
- be self-motivated and able to think and work autonomously, with strong problem solving skills
- have proven experience in managing responsive repairs and void property processes within a housing or property management environment
- have previous experience in managing properties, including identifying repairs and specifying works
- have a good understanding of housing related health and safety compliance matters and legislation
- have a track record of managing works to achieve tight deadlines and KPIs.

You will need to be willing to work flexibly, have access to a vehicle and a full UK driving license.

If you would like to find out more about the role please contact Sian Llewellyn or Steve Fox on 020 8659 3055 or sian@pcha.co.uk or steve@pcha.co.uk.

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Must demonstrate how you meet the person specification in this pack
6. Why you are interested in the role and working for PCHA

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than** 8 pages in total.

All applications must be submitted by email to Jodie Curry at jodie@pcha.co.uk.

Completed applications must be received by **9am on Monday 1st September 2025***

First Interviews: Week commencing **8th September 2025**

* Please note this deadline may be extended or reduced depending on response.