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Newcastle
City Council



North Tyneside
Council

Employer: Newcastle City Council

Vacancy: Repairs & Recycling Officer

Grade: N5

Salary: £12.21 per hour – Meets Min National Wage

Reports to: NFS Operations Team Leader (Repairs & Recycling)

Job summary

The Repairs Officer supports and reports to the Operations Team Leader (Repairs & Recycling). This role is an integral part of NFS, ensuring customer/client and goods repairs are completed efficiently whilst delivering fantastic customer service. As well as ensuring the cleaning and recycling of goods are completed efficiently.

- Responsible for the safety and maintenance of our rental products, including repairing, replacing, cleaning and testing of appliances to ensure that they are safe and working in order.
- Ability to keep accurate records via NFS IT systems.
- Ability to problem solve independently and be reactive to issues.
- Providing efficient and effective repairs whilst providing first class customer service.
- Initiative to effectively recycle items and reuse parts safely to increase efficiencies and cost effectiveness.
- Ability to prioritise based on customer needs.
- Ensuring quick and efficient stock transfers between Palatine and NFS.
- Ensuring that the quality of goods supplied meet the contract specification.
- Identify trends regarding stock faults and recommend changes based on customer feedback and your own experience.
- Responsible for assessing returned stock and segregating it ready for re-use, sale or disposal.
- Ensuring appropriate manual handling techniques are always used.
- Use of appropriate equipment in an efficient, correct, and safe manner.
- To be responsible for equipment and report damages/faults to the Operations Team Leader (Repairs & Recycling) in a timely manner.
- Ensure recycling and cleaning area is clean, tidy at all times.
- Ability to record and communicate repairs and recycling progress.
- To actively participate in training and personal development provided by NFS.
- To promote and implement NCC's policies and procedures.
- Ensure all relevant Health & Safety guidelines are conformed to.

Essential skills, experience and qualifications

Essential:

- Previous repairs experience.
- Qualification in repairing and connecting white goods or working towards this.
- PAT Testing Qualification.
- Full and valid driving licence
- Experience in delivering excellent customer service to a range of customers.
- Experience in logistics planning.
- Flexible and positive attitude.
- Proactive, forward thinking and a problem solver.
- Demonstrate experience of prioritising workload.
- Previous use of delivery and repairs IT systems.
- Knowledge of manual handling and good health and safety practises

Desirable:

- Customer service qualification
- Understanding ISO 9001 and 14001.