

ROLE PROFILE

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| Job Title: | Role Reports to: | Business Function: | Grade: |
| Head of Business Improvement – (Repairs team) | Fix360 Director | Asset | C |

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| <p>Job Purpose:</p> <p>Responsible for all activity associated with quality and performance management; ensuring all policies, processes and procedures are well documented, reviewed and optimised. Ownership and development of internal reporting and measurement systems, to support senior management in driving excellence in performance.</p> <p>Able to Influence and consult with Senior Stakeholders and wider group Functional Directors, technical teams, Senior and Executive leadership teams as a critical friend where needed, and bridge the gap between Finance, ICT, Assets on behalf of Fix360 around Technology, quality and performance systems and processes.</p> | <p>Key Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability <p>Leadership Pillars:</p> <ul style="list-style-type: none"> • Authenticity • Strategic Thinking • Innovation • Resilience • Inspirational Leadership |
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Key Responsibilities:

1. Responsible for technology use, change and innovation across the improvement and scope of agile working, the development of solutions providing intelligent data and improving quality of the information available to management the adoption of emerging technologies.
2. Influence and consult with wider group Functional Directors, technical teams, Senior and Executive leadership teams as a critical friend to enable improvements around technology, quality and performance on behalf of Fix360
3. Support the development and maintenance of a safe compliant operation with the use of technology and data, ensuring the data available is of the highest quality.
4. Actively promote the importance of compliance with existing policies, procedures and RAMS (Risk Assessment Method Statement).
5. Manage all Quality Assurance (QA) activity, including implementation and maintenance of a quality management system to IOS 9001 standard
6. Ensuring that the necessary operating procedures are established for delivery of the service and that they are compliant with the Group policies and key performance indicators
7. Carry out independent quality checks, ensuring robust analysis of the outcomes of Quality Assurance Audits and the provision of recommendations and actions to address shortfalls, ensuring the delivery of business targets. Establish and maintain the required systems for auditing activity.
8. Lead Performance & Quality reporting and Analysis across fix360, producing regular reports, analysis and improvement opportunities detailing quality performance at all levels for Senior Managers, stakeholders and service users.
9. Provide effective support to fix360 and Asset Services leadership colleagues, to address underperformance across the function, ensuring the promotion of a performance culture and regular use of management information, ensuring performance improvement plans are developed and implemented.
10. Provide assurance, via audits and reviews, that fix360 is compliant with its processes, Group processes and legislative requirements including Health & Safety and technical compliance.
11. Oversee the development and management of the required IT infrastructure for fix360 and Compliance services to ensure all documentation and data is effectively input, retained and extracted.
12. Ensure subcontractors work is inspected, ensuring quality performance is recorded, monitored and reported to the Contract Teams.
13. Ensure all Data Protection requirements are met, in accordance with the Group's policy, procedures and statutory requirements.

- 14.** Develop, implement and monitor the Performance Framework (for both service delivery and supply chain) and other relevant policies, procedures and guidance, taking into account industry best practice, proactively adopting new and innovative ideas and solutions to ensure continuous improvement of the service.
- 15.** Ensure KPI frameworks are developed and agreed, and provide reporting for Board and Executive Leadership Team.
- 16.** Support the contract managers to interpret and translate financial information into key activity plans.
- 17.** Develop, set to work and maintain a robust demand planning and workforce capacity model.
- 18.** fix360 representative and main user for all processes and IT development involving the Group, ensuring all products and outcomes are fit for purpose and meet the end users' needs.
- 19.** Day to day management of the Quality, Performance and Technology Team (QPT); manage the performance and development of direct reports, providing expertise, coaching, ensuring a quality service is provided, ensuring the delivery of KPI's for the QPT Team
- 20.** Lead a quarterly Quality Assurance forum, giving the Assets division assurance that control maps and business risk controls are working.
- 21.** Carry out any other reasonable duties which may be identified by your Director

| | Essential | Desirable |
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| Knowledge | <ul style="list-style-type: none"> • Managing a Quality Assurance function • Knowledge of developing and implementing a Performance Framework • Knowledge of risk management techniques • Significant Technical Repairs & Maintenance knowledge | <ul style="list-style-type: none"> • In house repairs Contractor • Assets Services function • Financial accounting methods • Systems development methodologies |
| Skills | <ul style="list-style-type: none"> • Advanced level data analysis, with the ability to provide technical reports on performance, quality and risk to a non-technical audience • Microsoft applications to advanced level, eg Excel Dashboard Design • Results driven with strong analytical skills, with the ability to analyse complex information • Ability to Identify, build, monitor and maintain constructive relationships with stakeholders • Excellent communication skills, (written and verbal) • Strong leadership skills and a good level of gravitas, able to effectively persuade and influence up to Executive level • Able to consult, collaborate and act as a critical friend up to Executive level • Ability to identify, record and report on quality fails and improvements | <ul style="list-style-type: none"> • SQL, Visual Basic for Applications, M, C++ |

| | Essential | Desirable |
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| Experience | <ul style="list-style-type: none"> • Experience of owning quality assurance systems • Experience of driving process change and review in an operational environment • Experience of leading improved quality in an operational environment • Experience of providing performance, quality and technical advice in a Repairs & Maintenance environment • Experience delivering projects effecting multiple teams and transforming processes • Experience of managing teams of technical officers in a Repairs & Maintenance environment • Experience of Housemark / benchmarking groups | <ul style="list-style-type: none"> • Experience working with ISO, or equivalent quality frameworks • Experience of continuous improvement methods and skills, and a track record of providing savings to the business |
| Qualifications | <ul style="list-style-type: none"> • Relevant technical qualification • Management or Leadership qualification level 3 | <ul style="list-style-type: none"> • Degree (or equivalent) • Quality Assurance or improvement qualifications eg Six Sigma, Kaizen etc • Project Management eg PRINCE2, Scrum master etc • Auditing qualification • Coaching qualification eg ILM level 3 • Professional membership of a relevant construction industry body • IOSH or equivalent Health & Safety qualifications |

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| People Management Responsibility? | Line management responsibility, including coaching, development and performance management |
| Budgetary Responsibility? | No budgetary responsibility |
| Key Relationships (internal/external) | Analysts, Project Managers, wider Group SLT, ELT, Functional Managers and Directors, external suppliers |
| <p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p> | |

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| Key Role Performance Indicators | |
| <ol style="list-style-type: none"> 1. Completion of objectives 2. Performance against contract specific KPIs 3. Group measures relating to management of staff eg absence 4. Compliance with Group process eg 121's | |
| Date Role Profile Created/Updated: | March 2021 |