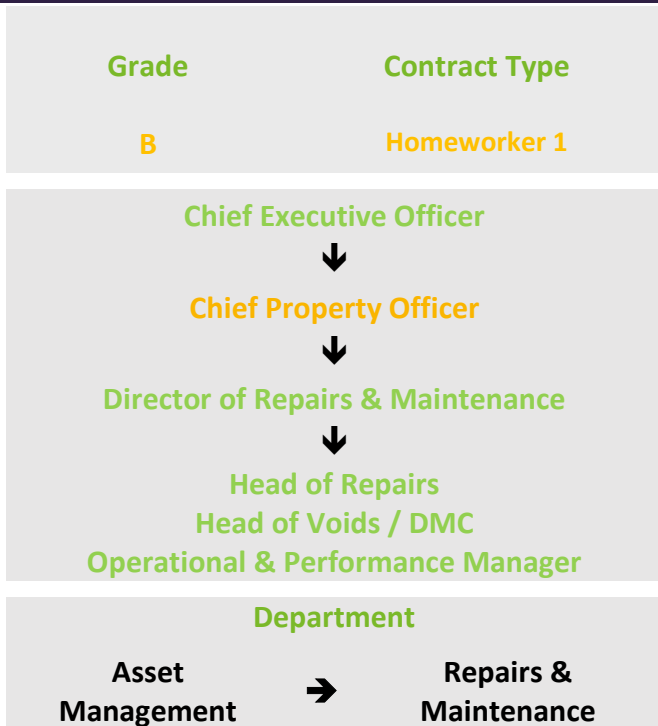


Director of Repairs & Maintenance



Role Overview

Ensuring that our Repairs and Maintenance team, Fix360, provides an efficient, and effective service, which is responsive to its service users & customers, ensuring safe delivery of those services for all involved.

Lead the development and provision of high performing teams, ensuring the highest standards of customer care and service delivery are achieved.

Ensure all works are undertaken to the highest standards of safety for all and achieve full compliance of all Management Plans and workstreams undertaken by Fix360.

Be an active and effective Senior Leadership Team member, and promote equality in service delivery for all tenants, leaseholders, and other stakeholders.

RESPONSIBILITIES

Management of Fix360

- Ensure the quality of repairs, maintenance, improvements, and compliance services given to all customers is to the highest standard within resources available, and aligned to VFM, best practice and targets/KPIs determined by YHG.
- Ensuring that all work streams undertaken by Fix360 are delivered within the targets set, and in full conformity with the requirements set out within the Management Plans.
- Assist the Chief Property Officer to develop strategic priorities and plans, including the preparation of Business Plans.
- Develop performance targets, monitor key areas of activity, and seek continuous improvement.
- Ensure all matters relating to recruitment, training and development, people management, health & wellbeing and trades' union liaison are undertaken in full compliance with YHG's policy and in consultation with the Director of HR.
- Support the Chief Property Officer in the preparation of annual budgets, management accounts and all financial matters. Ensure budgets are monitored and controlled effectively within agreed policies and procedures.
- Liaise with the Head of Asset Strategy, Head of Asset Delivery, contractors, and suppliers in relation to YHG's operations.
- Undertake and monitor efficiency reviews/cost saving exercises and continuous improvement programmes.
- Establish and maintain an effective health and safety culture within the team, ensuring all aspects of health and safety management are actively pursued and promoted, and that all staff receive appropriate training enabling them to act in accordance with all Company health and safety policies and procedures.
- Take a lead role in technological changes within the building maintenance sector to ensure that the division meets the future needs of the YHG asset management strategy.
- Ensure all staff are provided with the equipment and resources needed to carry out their duties safely and efficiently.

Our values

Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.

Caring

We show kindness and consideration to our customers and each other.

Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Financial

- Ensure compliance with YHG's Financial Regulations and Standing Orders.
- Ensure that all procurement is conducted in strict accordance with YHG's policies and procedures, and regulations.
- Ensure all Financial Reporting is undertaken through the appropriate systems to the detail and frequency required by the Chief Property Officer and Chief Finance Officer.
- Ensure that adequate financial controls are in place to achieve delivery of all works within cost parameters and budgets.
- Liaise with the Assets Team to profile workstreams to achieve budgets and deliver works in line with investment plans.
- Benchmark costs against peers and industry metrics to demonstrate VFM.

Corporate Responsibilities

- Assist the Senior Leadership Team to identify and develop new initiatives and take advantage of business opportunities.
- Make a positive and creative contribution to policy formulation at Senior Leadership Team.
- To ensure repairs are carried out in accordance with YHG's repairs policy and to liaise with the Head of Asset Strategy and Head of Asset Delivery on the future development of those policies and repairs strategies.
- Consult and liaise with all clients, customers and stakeholders regarding the repairs and maintenance service.
- Carry out such other duties associated with the work of YHG as may be required.

Performance Management

- Monitor and review working practices to ensure that Fix360 operates efficiently, effectively and provides a customer focused, value for money repairs service.
- Take a leading role on a performance management strategy in ensuring Fix360 is fit for purpose with the right level of trades skills mix to meet the requirements of YHG.

STRENGTHS

- ✓ Able to influence and build constructive working relationships with internal stakeholders to develop a "one team" culture across the company.
- ✓ The ability to influence, mentor, coach, train and develop managers and staff to deliver service excellence with a "can-do" attitude.
- ✓ Able to develop a knowledge and understanding of regulatory framework for housing.
- ✓ Able to manage strategic relationships with key external partners and stakeholders.
- ✓ Able to assess risk and make appropriate decisions, ensuring compliance with audit requirements, Financial Standing Orders, and the Probity Policy.
- ✓ High level of communication skills including excellent report writing, presentation skills and the ability to translate strategy into effective operational messages that are understood at all levels.
- ✓ Able to set and manage budgets effectively, ensuring efficient services and VFM for YHG and its customers.
- ✓ Embraces diversity, actively contributing to the corporate E&D strategy and challenging negative behaviour.
- ✓ Able to manage and contribute to the effective working of multi-disciplinary project teams.
- ✓ Able to set own targets and goals and motivate and inspire others to achieve, both within the team and wider Group.

ESSENTIAL REQUIREMENTS

- HNC/HND, Degree or equivalent in a construction related field.
- Minimum 5 years' experience of managing teams at a senior level.
- Proven experience delivering services within budgets.
- Demonstrable experience of delivering excellence in service to customers.
- Experience of managing and leading maintenance and improvement teams at a senior level
- Excellent planning, negotiation, problem solving and analytical skills.
- Understanding of the role of a Registered Provider of Social Housing.
- CIH Level 5 or equivalent or willingness to undertake Strong communication, influencing and leadership skills.
- High level of communication skills including excellent report writing and presentation skills with the ability to translate strategy into effective operational messages that are understood at all levels.
- Extensive experience of stakeholder management at a senior level and the ability to form strong collaborative relationships across the business.
- Able to create an environment where teams are empowered to put customers first.
- Embraces change with the ability to overcome resistance and promote a learning culture committed to continuous improvement.

BENEFICIAL TO THE ROLE

- Full UK Driving License & use of a vehicle.
- Health & Safety qualification (NEBOSH or equivalent)

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