

Head of Repairs & Maintenance

Grade

C

Contract Type

Homeworker 1

Executive Director of Housing & Customer



Director Of Repairs & Maintenance



Head of Repairs & Maintenance



Operational Manager – Maintenance, Operations and Performance Manager, Business Improvement lead, 3 x Contract Managers, Principal Electrical Manager

Department

Repairs and Maintenance



R & M Senior team

Role Overview

Strategic Partner to the Director of Repairs & Maintenance and operational lead to our Repairs & Maintenance division incorporating Responsive, Minor works, Empty Homes, Damp & Mould, Backlog and Grounds Maintenance teams.

Responsible for the operational delivery and performance of the Repairs and Maintenance division, able to work closely and collaboratively with colleagues and external stakeholders to offer a best-in-class service to our customers and drive continuous improvement.

Integral contributor to the development and implementation of our Repairs Improvement Project

RESPONSIBILITIES

- Work in partnership with the Director of Repairs & Maintenance to provide input into R & M strategic objectives and business plans and lead their operational implementation throughout the Repairs & Maintenance Division
- Provide clear leadership, empower, and motivate staff to ensure delivery of the Groups business plan.
- Lead on the provision of consistently high-quality repairs and maintenance services that deliver against the Groups objectives and vision and provide a best-in-class service to customers.
- Ensure effective budget monitoring and control processes are in place to forecast, manage and report on costs, and deliver Value for Money (VFM) in the Repairs and Maintenance division.
- Lead on the optimisation of quality and performance delivery of the Repairs and Maintenance division.
- Ensure that all business and compliance risks within the Division are effectively addressed and registered.
- Ensure Repairs and Maintenance teams understand and comply with all legislative, regulatory or governance requirements and best practice.
- Champion continuous development and learning within the repairs and maintenance teams.
- Support our operational repairs workforce to re-align processes and procedures to minimise service failure and support the delivery of efficiencies.
- Build strong and effective relationships with stakeholders throughout the wider business, contractors, and external partners to improve efficiencies in the delivery of services and reduce complaints.
- Establish and maintain a culture of service improvement, supporting colleagues to deliver change projects and new ways of working, to meet developing and evolving customer needs.

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.

Creating more places for people to thrive and be recognised as a sector leading landlord

STRENGTHS

- Good level of level of Gravitas able to build successful relationships with internal and external partners and senior stakeholders.
- High level of communication skills including excellent report writing and presentation skills
- Strong problem-solving skills, able to remain calm under pressure.
- The ability to influence, mentor, coach, train and develop managers and staff to deliver service excellence with a “can-do” attitude
- Experience of the strategic and operational leadership of a Repairs and Maintenance company or function
- Able to scope, manage and deliver projects effectively in time and to budget.
- Champion of collaborative working across multi discipline teams, able to inspire and lead from the front.
- Embraces diversity, actively challenges negative behaviour

ESSENTIAL REQUIREMENTS

- ✓ Extensive knowledge of repairs and maintenance operations and the associated legislation and regulations
- ✓ Proven experience in a senior repairs or maintenance management role within the social housing sector.
- ✓ Strong financial acumen, with experience managing budgets and resources effectively.
- ✓ Proven people manager and motivational leader with a track record of delivering and achieving key targets.
- ✓ Proven experience delivering services within budgets.
- ✓ Demonstrable experience of delivering excellence in service to customer
- ✓ Full UK Driving License & use of a vehicle
- ✓ Excellent leadership skills, with demonstrable ability to inspire and motivate sizeable teams to achieve continuous improvement, best in class performance and value for money.
- ✓ Able to set own targets and goals and motivate and inspire others to achieve, both within the team and wider Group.
- ✓ Relevant construction, housing or safety based qualifications.
- ✓ In-depth understanding of health and safety regulations, building codes, and compliance requirements.
- ✓ Understanding of the role of a Registered Provider of Social Housing.

BENEFICIAL TO THE ROLE

- Health & Safety qualification (NEBOSH or equivalent)

 yourhousinggroup.co.uk

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTV](https://www.youtube.com/channel/UCYHGTV)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your_Housing](https://twitter.com/Your_Housing)

