

ROLE PROFILE

Job Title: Head of Repairs & Maintenance	Role Reports to: Managing Director	Business Function: In House Contractor	Grade: C
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<p>Job Purpose:</p> <p>Strategic lead for the Repairs and Maintenance business unit of Fix360, develop and setting the strategy to improve existing services and for business growth, change or exit.</p> <p>Responsible for the performance of the Repairs and Maintenance division, developing and implementing a 5 year growth plan for Fix360.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understand • Commercial Focus • Future Focus • Leadership • Developing Others • Gathering /Analysing Information • Personal Learning and Growth • Innovation • Impact and Influence
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Key Responsibilities:

1. Own and develop the strategy and formulating the business plan to ensure the company works efficiently, effectively and encourages innovation
2. Building and develop an effective management team and overall company structure to deliver optimum performance, ensuring appropriate and relevant people management processes and standards are followed.
3. Ensure effective budget monitoring and control processes are in place that monitor and forecast performance, managing cash flow and measure profitability.
4. Strategic responsibility for optimising the quality and performance delivery of the Repairs and Maintenance division of Fix360.
5. Strategic responsibility for delivering Value for Money (VFM) in the Repairs and Maintenance division of Fix360.
6. Develop viable commercial strategies and work programmes which optimise performance, and demonstrate commercial acumen in service through effective business planning.
7. Ensure that all business and compliance risks and issues within the business area are effectively addressed and registered.
8. Ensure that Repairs and Maintenance teams comply with all legislative, regulatory or governance requirements and best practice in respect of the Property Services function.
9. Engaging and developing staff in approaches to business growth. Socially hearted, commercially minded. Where on-going learning and development is encouraged.
10. Provide clear leadership, empower and motivate staff in the Directorate to ensure delivery of the business plan through engaged teams who are commercially minded and service level driven in an environment of continuous improvement.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of repair and maintenance operations and the associated legislation and regulations • Operated within a digital environment with self-serve and mobile working • Demonstrable understanding of social value and risk/performance management frameworks. • Demonstrable knowledge of Innovative solutions and exploitation of new opportunities resulting from changes within the regulation, funding, developments in information technology. • Track record in change management • Track record of Repairs & Maintenance innovation and delivering scalable solutions across a range of clients and asset types. 	
Skills	<ul style="list-style-type: none"> • Business and commercial acumen with ability to identify cost benefits and seek efficiencies to improve operating margins, explore new markets, alliances, and diversification opportunities to develop a broader business offer. • Track record in organisational leadership with an emphasis on leading change and organisational growth • Strong commercial/financial track record developed within a comparable environment • Demonstrable track record of leading strategic business development, leading business through several cycles of business planning/execution • Ability to develop an engaged employee culture with a mobile workforce 	Able to chair senior management meetings and contribute to division and Group board meetings including delivering presentations in a clear and structured manner.

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Strategic thinker with experience of strategic leadership of a Repairs and Maintenance company or function. • Strong stakeholder management – able to influence at the highest level but also maintain a level of pragmatism • Strong leadership skills, with demonstrable ability to build a strong team, inspire and motivate to achieve continuous improvement, best in sector performance and value for money. • Ability to manage national supply chain agreements, achieving best in sector performance regarding cost, quality and value for money. • Able to chair senior management meetings and contribute to division and Group board meetings including delivering presentations in a clear and structured manner. 	
Experience	<ul style="list-style-type: none"> • A proven business leader with experience in construction sectors and contracting with strong commercial, technical and strategic skills • Experience of creating and managing a fast growing and highly successful business • Experience establishing appropriate staff structures, ensuring the identification and development of the competencies required to effectively deliver the service. • Experience of strategic leadership of a Repairs and Maintenance company or function. • Experience working at senior level of leading and advising Boards and Execs within a complex, commercial environment 	

	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none">Educated to degree standard with a relevant professional level qualification or equivalent experience and training (e.g CIOB (Chartered Institute of Builders) or RICS (Royal Institute of Chartered Surveyors)BSC / MSC in construction.	<ul style="list-style-type: none">IOSH Managing safelyAsbestos - P modules or UKATA trainingPrince 2 Project Management

People Management Responsibility?	<ul style="list-style-type: none">This role has line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	<ul style="list-style-type: none">Budgetary responsibility up to £12,000,000
Key Relationships (internal/external)	<ul style="list-style-type: none">Member of the In-House Contracting Board and the Senior leadership team

Safeguarding of Children Young people and Vulnerable Adults

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.