

Job Description & Person Specification

Job Title:	Head of Repairs Operations
Directorate:	Homes
Reports to:	Assistant Director of Repairs
Direct Reports:	Repairs Managers x 2 Empty Homes Team Leader Electrical Team Leader Grounds Maintenance Team Leader Cleaning Team Leader

Job Purpose

You will be responsible for operational delivery of an ambitious repairs, cleaning and grounds maintenance service.

You will ensure that we provide customer-focused repairs, effective empty home refurbishments and high quality grounds maintenance and cleaning services for our tenants, meeting our mission of providing safe, warm, affordable homes.

As a technical expert within the repairs service you will provide advice and support to the Assistant Director of Repairs on the technical delivery and holistic management of a repairs operations and facilities management service.

You will support the Assistant Director of repairs with producing relevant operational performance reports for a wide range of stakeholders including internal committees, the leadership team, our tenants and our board members, to ensure we continue to provide a customer-focused culture that values and learns from feedback. In the absence of the Assistant Director of Repairs you will attend and present reports to a range of stakeholders on behalf of the holistic repairs service (including scheduling and repairs surveying).

Key Responsibilities

- Leading the trades responsive repairs service delivering high-quality repairs and major works programmes that are delivered right first time, with high levels of customer satisfaction.
- Provide operational direction and management to the repairs manager and team leaders, overseeing fleet management, planned cyclical programmes (such as electrical), responsive maintenance, empty homes refurbishment and facilities management services (cleaning and grounds maintenance).
- Lead on the provision of an effective out of hours trades repairs service.
- Be part of the Senior Management Team responsible for the operational management of services across the organization, meeting on a regular basis, supporting with chairing responsibilities as and when required.
- Act as technical advisor on repairs, maintenance and FM related matters to the Assistant Directors and the wider Leadership Team.
- Support the AD of Repairs with procurement activities aligned to the management and delivery of a high quality, cost effective, customer focused repairs service.

- Work with the AD of Repairs setting and managing operational budgets and team expenditures accordingly.
- Ensure effective compliance with relevant legislation, especially in areas of tenant and colleague health & safety and Building Safety, HHSRS and the effective treatment of damp and mould within homes.
- Support the AD of Repairs with feedback to shape the strategic direction of the repairs service, aligning to the organisations mission and take ownership of the strategic direction of customer-focused products, services, policies, and procedures.
- Shape service policies, statements, priorities, and objectives to reflect a meaningful commitment to equality, diversity, and inclusion, demonstrating a clear and active commitment to creating an inclusive culture, which celebrates diversity and promotes equality amongst all stakeholders.
- Ensure the development, monitoring and management of GDPR legislation and cyber security across the Group.
- Shape and set plans and strategies in a way that embeds and supports Value for Money and continuous improvement across the organisation.
- Support the AD of Repairs with planning, monitoring, and delivery of the long- and medium term financial plans for the Group.
- Shaping robust policies and procedures that support budget holders in making financial decisions and ensure that they understand their responsibilities.
- Manage the repairs team's various budgets to ensure timely payment, efficient spending and forecasting. Managing non-profitable notional trading accounts.
- Liaising with tenants and residents, including residents' groups, scrutiny groups and other stakeholders, to identify areas for continuous improvement.
- Shape and support the monitoring and management of health and safety across the service, challenge poor performance and ensure that policies, procedures, and systems are in place and adhered to and ensure a culture of continuous improvement through review and challenge.
- Be responsible for supporting the AD of Repairs to review the repairs risk register and develop organisational risk appetite. Ensure policies and procedures are in place to monitor and manage risk and complete regular horizon scanning activities to ensure new and emerging risks are captured and mitigated as early as possible.
- Contribute to shaping the organisations core values, working with key stakeholders to ensure that these are developed, shared, and understood and inspire colleagues by leading by example, and living our values, challenging the wrong behaviors, and influencing the behaviour of those around you.
- Take responsibility for the organisations reputation, alongside others, working with specialists to build, protect and identify areas of reputational risk. Develop relationships with trade and local media by being available for interview (media trained members only), comment, and media engagement opportunities.
- Undertake any other reasonable duties within your capabilities and the scope of the post as specified by your line manager.

General Requirements

- Uphold the organisations Values, Code of Conduct and to be aware of and comply with the requirements of all the organisations Policy Documents and Statements and all relevant regulatory frameworks established by our Regulators.
- Build strong internal and external relationships and ensure great outcomes for our customers
- To promote equality, diversity and inclusion in the workplace.
- Ensure that you are polite, respectful and professional in all dealings with colleagues, tenants, customers and the wider community.
- To be aware of and apply the principles of Value for Money and Risk Management at a level commensurate with the responsibilities of the post.
- To be responsible for health and safety and welfare of yourself and all colleagues. Follow health and safety procedures at all times.
- To ensure the confidentiality of information and adherence to data protection requirements in respect of your work at all times.
- To ensure accurate data is entered onto ICT / housing management systems at all times and, where appropriate, complies with the requirements of the Data Quality standards and the organisations IT policies.

Person specification

- An experienced senior manager, who has led multi-disciplined trade teams, working alongside external partners/contractors to deliver excellent customer-focused results within a repairs and facility management service.
- Skilled and experienced in housing association repairs services, empty homes refurbishment, fleet management, grounds maintenance and cleaning services.
- Demonstrable experience in contract procurement and delivery management.
- Excellent people management skills and the ability to inspire and influence those around them, with a proven record for developing others, building capabilities within areas of responsibility and performance management.
- Proven track record for creating and delivering operational plans that produce growth and service improvements at a housing association or similar organisation, with excellent analytical skills, the ability to identify and understand the needs of customers and create and deliver ambitious service plans to meet these.
- Able to set clear direction for their areas of responsibility to enable the successful delivery of agreed objectives, taking ownership and accountability for the success and performance management of areas of responsibility, and taking corrective action as required.
- Is a competent and effective communicator, who can bring the mission, vision, and values of the Group to life, deliver key messages effectively and promote a sense of honesty and openness amongst stakeholders.
- Has excellent written and verbal communication skills and can demonstrate an ability to take complex, strategic initiatives and communicate them with all stakeholders using appropriate, relevant language and techniques.

- Inspires a culture of innovation and challenges the organisation and its people to think differently, using their experience and knowledge to optimise results and drive Value for Money across their areas of responsibility.
- Drives creative thinking within their teams and supports others to challenge the 'way we do things' in a constructive and positive manner to improve results.
- You are a great leader, who always operates with integrity and is focused on doing the right thing and leading by example.
- You drive and encourage collaboration across your teams, sharing ideas and identifying and addressing barriers to successful delivery.
- You set ambitious, clear plans and objectives at a strategic level to support the organisations mission, which incorporates innovative thinking, new ways of working and best practice.
- You demonstrate a clear and active commitment to achieving equality, diversity, and inclusion across the Group and in all of its activities.
- You inspire others to value, support, and respect other people, recognising that everyone is different and has the right to hold different views.
- You act in line with the organisations values, ensuring that people are always treated fairly and challenge behaviours that do not live up to our high standards.
- You are available to work outside of normal office hours including evenings and weekends if required.

Qualifications

- Qualified to degree level or equivalent (such as HND) in a relevant subject area, or qualified by experience.
- Significant industry experience, repairs and maintenance, most of which at a senior management level.
- A relevant Management Qualification, ILM, CMI or similar would be an advantage.
- Evidence of Continuous Professional Development.
- MRICS or MCIOB would be an advantage.
- Full Driving License and have access to a car insured for business use.
- NEBOSH Construction Certificate or similar experience would be desirable.
- Project Management qualification would be desirable

Key Details

- Salary: £68,949 per annum.
- Location: Newent, Gloucestershire, with hybrid and flexible working.
- Full-time and permanent contract 37 hour week.
- 26 days holiday with one additional day for each year of service up to an additional 4 days
- Social Housing Pension Scheme including life cover x3 annual salary with Two Rivers Housing matching employee contribution plus 2% up to employer cap of 12% with a minimum Employee contribution of 4%
- Mediacash health cash back plan

- Annual professional membership fee

How to Apply

To help us find the right person for this role, we are working with our recruitment partners Acorn by Synergie. They are managing the recruitment process on our behalf so, if you would like to join us or find out more about the role please get in touch with Luke Rob  rt using the details below.

Luke.robert@acornbysynergie.com / 07551 353 260

If you would like to apply after finding out more, we'll require the following for consideration:

- Updated CV
- Personal statement highlighting why you would like to join Two Rivers Housing and how you believe you meet the requirements set out in our person specification (max of 500 words)

The deadline for applying is midnight on Sunday 6th September.

If you have any issues with these dates or require any reasonable adjustments as part of this process, then please contact our recruitment partners who will be happy to help.