

## Job Description & Person Specification

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| <b>Job Title:</b>      | Assistant Director of Repairs  |
| <b>Directorate:</b>    | Homes  |
| <b>Reports to:</b>     | Executive Director of Homes  |
| <b>Direct Reports:</b> | Repairs Team Leaders x 2<br>Empty Homes Team Leader<br>Electrical Team Leader<br>Repairs Support Manager (Scheduling)<br>Senior Maintenance Surveyor<br>Estates Facilities Manager |

### More about us

Trust isn't a tagline – it's everything. It's how we build relationships, how we make decisions, and how we prove, day in and day out, that we do what we say.

It's also the thing that underpins our core values and sets out what our customers can expect from us and what we expect from our team and the partners we work with.

We want our tenants to know that we're here, we care and make them feel at home from the moment they step through the door. It's not just about having a home – it's about finding a place to build a life and feel safe while doing so.

And the same can be said for our team. Two Rivers is a place with purpose, where you can be a part of something and make a real difference. We'll help you develop and grow, in a place where you'll find like-minded people and you can truly be yourself.

Warm, safe, affordable homes are about more than bricks and mortar. It's a feeling of community, securing and belonging. So, whether you're a tenant living in one of our homes or a member of the team – when you join the Two Rivers community, you'll always feel like You're Home Now.

### Job Purpose

You are responsible for leading the development and delivery of an ambitious repairs improvement plan, working to ensure effective delivery of customer-focused repairs, maintenance surveying, empty homes refurbishment, grounds maintenance, cleaning, cyclical maintenance and planned improvements.

Act as a technical advisor to the Leadership Team and Board with regards to the holistic management of the repairs and facilities management service.

Be a key member of the Leadership Team, building a customer-focused culture that values diversity and supports learning.

### Key Responsibilities

- Leading the transformation of the responsive repairs service (including maintenance surveying), 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, scheduling of works, planned cyclical programmes, responsive maintenance, maintenance surveying, empty homes refurbishment and facilities management services (cleaning and grounds maintenance).
- Lead on the provision of an effective out of hours repairs service.
- Act as technical advisor on repairs, maintenance and FM related matters to the Board and leadership team.
- Plan and oversee the procurement activities aligned to the management and delivery of a high quality, cost effective, customer focused repairs service.
- Work with the AD of Assets and Executive Director of Homes, setting and managing budgets and team expenditures accordingly.
- Support the AD of Assets to deliver effective asset management services.
- Ensure effective compliance with relevant legislation, especially in areas of tenant and colleague health & safety and Building Safety, specifically including Fire, Water, Asbestos, Gas, Electrical, Lifting equipment, HHSRS and the effective treatment of damp and mould within homes
- Contribute to shaping the strategic direction of the Directorate and Organisation, aligning to the Group's mission and take ownership of the strategic direction of customer-focused products, services, policies, and procedures.
- Contribute to Leading & developing the vision and mission for the Group and ensure it is communicated to and understood by all stakeholders.
- Shape the Group's 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 Assets 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 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 set the strategic development, monitoring and management of health and safety across the Group, 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 the Group's repairs risk register and develop and set the Group's 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 Group's 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 behaviours, and influencing the behaviour of those around you.
- Take responsibility for the Group's 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 Group's Values, Code of Conduct and to be aware of and comply with the requirements of all the Group's 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 Group's IT policies.

### **Person specification**

- An experienced senior manager, who has led multi-disciplined teams, working alongside external partners/contractors to deliver excellent customer-focused results within a repairs 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 plans and strategies that produce growth and excellent results at a housing association or similar organisation, with excellent

strategic and analytical skills and an ability to identify and understand the needs of customers and create and deliver ambitious strategic 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 Group's 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 Group's 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.
- 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

## 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.rob  rt@acornpeople.com](mailto:Luke.rob  rt@acornpeople.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 6<sup>th</sup> August 2025.

We're expecting to hold interviews on Thursday 21<sup>st</sup> August 2025.

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