



Head of Repair Operations

Working better together
for our residents

> Operations > Repairs

What's it all about

As our Head of Repair Operations, you will provide strategic and operational leadership for Notting Hill Genesis's repairs, maintenance and property services, including Disrepair, Preventative Disrepair, High Risk Repairs and a new In-House Maintenance Service. You will work closely and collaboratively with colleagues and stakeholders across NHG and external partners to offer a best-in-class service to our residents. As a member of the Repairs Senior Management Team, you will be an integral contributor to the development and implementation of the Better Together and Repairs strategy and will lead the transformation of your service.

How you'll make a difference

- You will lead on providing consistently high-quality repairs & maintenance services that deliver against the six customer priorities in the Customer Strategy
- Ensure we provide a visible NHG presence, making sure all repairs and inspections are completed on time
- Providing well cared for homes and places where residents feel safe and a sense of pride.
- Utilising data, insight and local knowledge to reduce disrepair cases and improve our repair standards
- Delivering a responsive service, reducing disrepair to improve resident experience, instigating improvement through learnings
- Wherever possible, ensuring residents are supported to live well, remain in their homes and get on with their lives.

How you'll do it

Leadership

- Forming strong, collaborative relationships with our Executive Board, Operational, Repairs and Assets colleagues, along with our Customers, Contractors, Local Authority partners and external committees.
- Provide strong and effective leadership and implement a culture of high performance across teams

- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs
- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every member of staff has a clear objective and learning plan

Operational Management

- Take and build on learning from across the business to develop a disrepair improvement plan to drive down disrepair and resolve active disrepair, in the quickest possible time
- Deliver special improvement projects (ie Damp & Mould remediation) to mitigate high risk repair cases
- Oversee disrepair management across all regions and tenures, bringing together central reporting and aligning approaches to deliver high quality homes for our residents.
- Work with existing contractors, and incumbent contractors, to deliver an enhanced specification for our disrepair, damp and mould and special projects pipeline
- Lead the strategic development and implementation of a new in-house repairs service
- Oversee the delivery of our regional handy-person repairs service to deliver top quality results for our residents and deliver against our customer strategy
- Utilise analysis and evaluation of the work undertaken by the teams to support the



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delivery of an effective and efficient service, making enhancements as required

- Promoting a resident centric approach across your teams and the broader directorate to improve customer satisfaction
- Help operational colleagues re-align processes and procedures to minimise service failure, supporting the delivery of Better Together
- Build strong and effective relationships with contractors, external agencies and key stakeholders to improve efficiency in the delivery of services
- Develop, direct and implement a comprehensive risk management programme for the reduction of disrepair. Report risks and issues to the Director of Repairs as needed

General

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - **at least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.

Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future
- Ensure your teams act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll

behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **leadership** level

Essential knowledge, experience and skills

Essential

- Track record of successful team leadership of improvement programmes, able to deliver across teams in a matrix management environment
- Experience of effectively managing large service budgets
- Strong understanding of what drives resident experience and ability to action learnings
- Experience of delivering reports and/or recommendations to senior managers
- Creative and problem-solving approach – able to approach and resolve problems from new and different angles
- Strong, demonstrable financial acumen to deliver constant value for money
- Able to deploy effective leadership to persuade others through strong business cases
- Effective IT skills including basic/intermediate MS Office skills

Qualifications and Professional Memberships

- A Degree or Masters qualification in a relevant field such as property management, building surveying, or construction management.
- Member or Fellow of a professional membership body such as the Royal Institution of Chartered Surveyors (RICS), Chartered Institute of Building (CIOB)