**What’s it all about**

**Repairs Commercial Project Director**

The Commercial Project Director will lead the mobilisation and operational set-up of new repairs and maintenance contracts within the property portfolio. The role is pivotal in ensuring the successful establishment and integration of a high-performing direct delivery workforce, while also maintaining a robust and quality-assured external supply chain

**How you’ll make a difference**

**> Operations> Repairs**

You will be responsible for the strategic, commercial, and operational implementation of new service models that deliver high levels of customer satisfaction, operational efficiency, and compliance.

**How you’ll do it**

**Contract Mobilisation**

* Lead end-to-end mobilisation of newly awarded repairs and maintenance contracts, ensuring alignment with business objectives and customer requirements.
* Develop and manage mobilisation plans, timelines, and resources, ensuring all stakeholders are fully briefed and engaged.
* Set up contract governance structures, KPI frameworks, and reporting protocols.
* Ensure mobilisation activities comply with procurement regulations, internal policies and industry standards

**Direct Delivery Implementation**

* Design and implement a sustainable direct labour model, including recruitment, onboarding, training, and resource planning.
* Oversee the setup of operational processes, systems, and infrastructure required for direct service delivery (e.g., scheduling, logistics, fleet, tools).
* Ensure workforce productivity, safety, and compliance with regulatory and company standards.
* Research and recommend digital tools (eg job management, mobile working, performance dashboards) to drive efficiency and real time reporting

**Supply Chain & Quality Assurance**

* Review and enhance the performance of the existing supply chain, introducing robust performance management frameworks.
* Establish and embed quality assurance processes to monitor and evaluate service delivery, including audits, customer feedback, and continuous improvement loops.
* Manage key supplier relationships and ensure commercial compliance with contractual terms and SLAs.
* Develop supplier improvement plans to build capacity, innovation, and cost efficiency across the supply chain

**Commercial Oversight & Strategic Input**

* Ensure commercial viability and value for money in all mobilisation and operational activities.
* Contribute to wider asset and property strategies, bringing commercial insight into investment planning, lifecycle costing, and operational performance.
* Identify and mitigate risks to service continuity, quality, and financial performance.
* Support bids and tenders with mobilisation plans, delivery and resource strategies

**Leadership & Stakeholder Management**

* Act as a senior leader within the organisation, working cross-functionally with senior colleagues across Property, Finance, HR, and Compliance.
* Lead, motivate, and develop project teams and direct reports, fostering a culture of accountability, innovation, and customer focus.
* Represent the organisation in external forums, negotiations, and partner engagements where appropriate.
* Lead change management efforts, ensuring smooth transitions and adoption of new operating models and service structures

**Performance monitoring & Reporting**

* Develop comprehensive reporting tools and frameworks to allow the business to monitor operational and commercial performance
* Analyse data trends to inform strategic decisions and drive continuous improvement through the life of the delivery models
* Report to executive and boards on mobilisation progress, risks, outcomes and performance against KPI’s
* Hybrid arrangements – at **least two days a week in our communities, residents’ homes, on housing estates or in schemes, and at least two days in an office working with others. Depending on work and interactions required working from home may be possible one day a week.**

**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 • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at **leadership** level

This is a people manager role. Please [refer to our people manager standards](https://www.nhg.org.uk/media/luyjjrvl/people-manager-standards-2.pdf).

**Essential knowledge, experience and skills including qualifications and professional membership**

* Degree or equivalent in Construction, Property Management, Business, or related discipline.
* Professional membership desirable (e.g., RICS, CIOB, IWFM).
* Relevant Health & Safety qualifications (e.g., IOSH, NEBOSH) advantageous.
* Proven director level experience in a commercial or operational leadership role within property maintenance, housing, or facilities management.
* Strong track record in successfully mobilising large-scale contracts and setting up new service delivery models.
* Experience in implementing and managing successful direct labour operations.
* Demonstrable knowledge of supply chain management, performance metrics, and quality assurance in the R&M context.
* Excellent commercial acumen, with a deep understanding of contract management and budget control.
* Outstanding leadership, project management, and communication skills.