

# Director of Repairs

## > Directorate > Team/department

### What's it all about

Reporting to the Chief Customer Officer, you'll be lead strategic, operational, and cultural direction of our repairs and maintenance services, ensuring residents receive safe, high-quality, timely, and value-for-money repairs.

You will also be part of and contribute to the directorate SLT and play and full part on the overall leadership. You will promote resident voice and embed that into our practices and you will be alive to and respond to the needs of customers so that our services reflect best how they wish to transact with us.

### How you'll make a difference

- Deliver a repairs service residents can rely on, improving satisfaction, recognise additional service adjustment needs, embedding resident engagement practices, communication, and first-time fix rates.
- Create safe, high-quality homes, ensuring compliance with all building safety and property standards.
- Reduce failures, complaints and repeat visits, using data insights to drive performance and decision-making.
- Strengthen partnerships with contractors and in-house teams, establishing and delivering clear KPIs, accountability, and value for money.
- Lead cultural change in conjunction with the rest of the business, building a confident, empowered workforce who deliver excellent resident experiences.
- Embed digital innovation, improving diagnostics, scheduling, visibility of repairs, and operational efficiency.
- Support long-term asset management, aligning repairs decisions with investment strategy and sustainability goals.

### How you'll do it

- Build credible relationships and networks with colleagues across the organisation, with customers and external stakeholders and consultants in regard to ensuring improved

service delivery and good practice requirements are met.

- Providing strategic leadership, strong operational oversight, and a relentless focus on resident experience, compliance, and value for money.

As Director of Repairs, you will be accountable for:

- Responsible for end-to-end delivery of the repairs service, including responsive repairs, complex cases, voids, disrepairs, out-of-hours services, and emergency works and hazards.
- Meeting all regulatory and statutory obligations, including but not limited to Building Safety, Decent Homes, Awaab Law and Property Compliance standards.
- Service performance and outcomes, ensuring KPI achievement (e.g., first-time fix, appointment kept, repairs completed on time, void turnaround, customer satisfaction).
- Financial management and value-for-money, leading budgets, forecasting, contract management, and cost control.
- Accountable for Partner and supply chain performance, ensuring commercial, operational, and quality obligations are met consistently.
- Lead a reliable, high-performing repairs service, consistently meeting or exceeding core KPIs, including but not limited to:
  - First-Time Fix
  - Right First Time
  - Repairs Completed on Time
  - Appointments Kept
  - Resident Satisfaction
  - Void Turnaround Times
- Lead on improved customer communication and transparency, including accessible tracking

of repairs, clearer updates, and reduced complaints.

- Responsible for optimised cost per repair, through good diagnosis, supply-chain management, and commercial performance.
- Develop and lead a structured approach to disrepair prevention, improving processes and reducing legal costs and escalations.
- Successful transformation of repairs operations, using automation, digital tools, and predictive analytics to improve efficiency and data quality.
- Develop visible and consistent contractor performance, underpinned by clear SLAs, commercial frameworks, KPIs, and contract governance.
- Partner successfully with internal teams and other stakeholders to influence the repairs services
- 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.

## 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.

This is a people manager role. Please [refer to our people manager standards](#)

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

You will be a confident, credible leader with deep experience of delivering repairs and maintenance services at scale.

You understand the challenges of social housing and have a strong commitment to resident safety.

You will be:

- A strategic thinker, able to balance long-term vision with operational realities.
- A collaborative leader, who builds trust and motivates multi-disciplinary teams.
- A resident-focused professional, always seeing services through the eyes of the customer.
- A skilled communicator, able to explain complex issues clearly to residents, executives, and boards.
- A Significant senior leadership experience in repairs and maintenance, property services, or a related field within social housing or a similarly regulated environment is essential with a
  - Strong understanding of:

- Social Housing (Regulation) Act and consumer standards.
- Health & Safety legislation, including the Building Safety Act.
- Property compliance (gas, electrical, fire, asbestos, water hygiene).
- Proven experience managing large budgets, contracts, and supply chains.
- Demonstrable record of delivering service transformation, operational improvement, and cultural change.
- Experience using digital tools, diagnostics, scheduling systems, and data analytics to improve services.
- Essential professional qualifications such as:
  - Degree Level qualification in a relevant discipline such as Building Survey, Construction Management, Property/Asset Management
  - Full RICS, CIOB, membership or equivalent property-related accreditation or willingness to work towards within 18 months
  - NEBOSH / Health & Safety qualification (desirable).
  - Evidence of ongoing professional leadership or management development.