



# Repair Hub Lead



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for our residents

## > Operations > Repairs/Repair Delivery

### What's it all about

As the Repairs Hub Lead, you will play a pivotal role in overseeing and managing the delivery of day to day repairs across the operational businesses. You will be responsible for ensuring the efficient and high quality repair and maintenance of our homes while leading and developing a team of repair professionals.

Your focus will be on achieving high quality service delivery, optimising operational processes and driving customer satisfaction. You will work closely and collaboratively with colleagues and stakeholders across NHG and externally to drive improvements and offer a first-class service to our customers.

### How you'll make a difference

- Ensuring our residents are provided a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy
- A visible NHG presence, making sure all visits and inspections are completed on time
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback
- Recommend, oversee and manage the best external suppliers, agents and contractors to meet our targets.

### How you'll do it

#### Leadership

- 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

- Provide relevant senior level advice and guidance as required
- 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

- Develop and implement efficient repair and maintenance processes and workflows specifically within the delivery of day to day repairs to embed the foundation of the Repairs Hub
- Establish key performance indicators and dashboards to regularly report on Repair Hub performance and identify jeopardy cases.
- Assist in the management of the budgets for all day to day responsive repairs across the operational directorate.
- Identify cost-saving opportunities and strategies in conjunction with operational colleagues to optimise the repairs budget.
- Collaborate with our Customer Service Team and senior managers to address concerns and enhance customer relationships, ensuring a positive repair experience.
- Work with the Performance Lead to evaluate supplier performance to reduce costs and improve value for money and resident experience.
- Monitor and evaluate regional repair operations to ensure they align with our Better Together and Customer Strategies, and performance standards.
- Ensure that the repair and maintenance works carried out by our contractors is within SLA and to a high quality.
- Implement quality control measures, ensuring your team conduct regular post and audit inspections to maintain service excellence.



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- Address escalated customer complaints and concerns in a professional and timely manner, documenting learnings to deliver service improvement.
- Continually monitor the performance of all repairs using data, analysis and insight to instigate appropriate improvements and recommendations.
- Undertake detailed repair journey reviews, anticipating risks, opportunities and threats, and implement mitigation measures.
- Develop solutions and recommendations to enable the overall performance improvement of the repairs function across all operational business areas.

#### **General**

- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure you and your teams follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

#### **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 focused 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. This role is at leadership level.

### **Essential knowledge, experience and skills**

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

#### **Essential**

- Experience of delivering repair improvement plans across complex delivery models
- Experience of delivering performance improvement projects in a repairs or property services environment to drive service improvement.
- Excellent knowledge of repair & maintenance processes, tools and equipment.
- Proven experience of team leadership and staff development.
- Will have knowledge and experience of key policy and change initiatives.
- Experience and practical knowledge of business planning and performance monitoring
- Customer focused mindset



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- Good spoken and written English
- Effective IT skills including basic/intermediate MS Office skills

**Desirable**

- Hold a business management degree or similar or relevant experience