



Head of repair delivery



Working better together
for our residents

> Operations directorate > Repairs

What's it all about

This role is one of several new senior management posts in our operations directorate. It's been created following a review to ensure we're set up in the best way to deliver the things that matter most to our customers and can meet the objectives of our Better Together corporate strategy.

You'll provide strategic and operational leadership for the services that support the delivery of our repairs, maintenance and property services. You'll work closely and collaboratively with colleagues and stakeholders across our organisation and with external partners to offer a best-in-class service to our residents and drive continuous improvement.

As a member of the repairs senior management team, you'll be an integral contributor to the development and implementation of our new Better Together and repairs strategies and will lead the integration and transformation of your services.

How you'll make a difference

Providing a consistently high-quality repairs service that delivers against the six priorities in our customer strategy.

A visible Notting Hill Genesis presence, making sure all repairs and inspections are completed on time.

Well cared for homes and places where residents feel safe and a sense of pride.

A responsive service, answering resident queries and complaints thoroughly and in a timely manner, and learning from feedback.

Accurate, transparent and value-for-money service charges that are issued on-time.

Where possible, residents are supported to live well, remain in their homes and get on with their lives.

How you'll do it

Leadership

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 our Better Together strategy.

Provide relevant senior level advice and guidance as required.

Represent Notting Hill Genesis externally, developing and maintaining our reputation and building effective relationships with relevant stakeholders.

Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place and ensure every member of staff has a clear objective and learning plan.

Operational management

Lead the strategic development of delivery support functions, including the creation of a new central repairs hub.

Be accountable for the day-to-day leadership of the repair delivery functions and its teams by setting objectives and targets that align with the objectives of Better Together and our customer strategy.

Develop, embed and promote a repairs service that is trustworthy, collaborative and accountable and where residents only need to ask once.

Develop, embed and promote a proactive repairs support that ensures no repair is dropped and that we fix failure fast.

Use analysis and evaluation of the work undertaken by the team to support the delivery of



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an effective and efficient repairs service, making enhancements and improvements as required.

Promote a resident-centric approach across the function and the broader directorate to improve customer satisfaction with the repairs service.

Help operational colleagues to re-align processes and procedures to minimise service failure and support the delivery of efficiencies.

Build strong and effective relationships with contractors, external agencies and other departments to improve efficiency in the delivery of services and reduce complaints and escalated case volumes.

Develop, direct and implement a comprehensive risk management programme for the delivery of repairs, reporting risks and issues to the director of repairs as needed.

General

Follow our financial regulations, policies and procedures, including relevant health and safety policies and related procedures, keeping up to date with changes and taking action to maintain the personal health and safety of others.

Undertake 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 and 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, escalating where necessary to deliver resident-focused outcomes.

Work with central services, finance and information, systems and change teams to develop strategies to improve service quality and delivery.

All about you

Behaviours for success

You'll need to show us how you match our values, and how you'll behave to ensure those are visible when carrying out your work.

Essential knowledge, experience and skills

Track record of successful team leadership of improvement programmes, able to deliver across teams in a matrix management environment.

Operational service delivery experience, including resident-facing roles.

Experience of managing and implementing contract and supply chain frameworks.

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 as needed and develop strong business cases.

Effective IT skills including basic/intermediate MS Office skills.