

Head of repair operations and voids



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 our repairs, maintenance and property services, including voids, proactive disrepair, high risk repairs and in-house maintenance services.

You'll work closely and collaboratively with colleagues and external stakeholders 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

Lead on providing consistently high-quality repairs and maintenance services that deliver against the six priorities in our customer strategy.

Ensure a visible Notting Hill Genesis 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.

Using data, insight and local knowledge to reduce disrepair cases and improve our void standards.

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

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 colleagues 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.

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

Take and build on learning from across the business to develop a voids improvement plan that delivers the best possible homes for residents, in the quickest possible time.

Deliver special improvement projects to mitigate high risk repair cases as directed by the director of repairs and keep open channels of communication across the regional operational teams and assets directorate.

Oversee void delivery across all regions, bringing together central reporting and aligning approaches to deliver high quality homes for our residents.



Working better together
for our residents

Work with contractors, including new contractors, to deliver an enhanced specification for voids and decants.

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.

Use analysis and evaluation of the work undertaken by the team to support the delivery of 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, which will 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 voids and the reduction of disrepair cases, 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 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 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, including strong understanding of what drives resident experience and ability to action learnings.

Experience of managing and implementing contract and supply chain frameworks.

Experience of effectively managing large service budgets and strong, demonstrable financial acumen to deliver constant value for money.

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.

Able to deploy effective leadership to persuade others as needed and develop strong business cases.

Effective IT skills including basic/intermediate MS Office skills.