

Head of Repair Contracts & Strategy



Working better together
for our residents

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What's it all about

As Head of Repair Contracts & Strategy you will lead on the direction and delivery of the Notting Hill Genesis repairs supply chain to deliver a best-in-class repairs service. You will oversee contractor performance and commercial opportunities for our repairs service, leveraging knowledge of performance management and framework insight to deliver innovative services that put our residents first.

How you'll make a difference

You will lead a team in consistently delivering high-quality repairs against the six customer priorities in our customer strategy. You will be pivotal in ensuring efficiencies across property performance frameworks and contractor performance management, embedding a performance culture of timely responses and effective project management and ultimately helping to provide well-cared-for homes and places where our residents feel safe and a sense of pride.

How you'll do it

- Provide strong and effective leadership and implement a culture of high performance across teams, promoting collaborative approaches to engaging teams to work successfully to deliver on NHG's Better Together Strategy.
- Lead your team and support the department to implement and deliver new repairs and property services frameworks that support NHG Better Together Strategy
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs
- 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

- Lead on the development, procurement and implementation of new contracted solutions (1st and 2nd tier) delivering repairs, voids, complex works and other property management services including planned preventative maintenance & estate servicing
- Be the overall lead for development, implementation and performance of the repairs and maintenance supply chain.
- Work with your director and the broader Operations directorate to deliver the outcomes set out in the business plan, the objectives of the customer strategy and the goals of NHG Better Together Strategy
- Design and build the capability to deliver these services in line with service level agreements, and to achieve the required business outcomes (as defined by key performance indicator targets and service development milestones)
- Directly manage and oversee the strategic relationships with all property services partners and lead on the ongoing improvement of our supply chain.
- Lead on the development, ongoing compliance, and strategy of the NHG/Peabody Dynamic Purchasing System
- Ensure that you follow and keep up to date with all relevant NHG 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.



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- 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 including qualifications and professional membership

Essential

- Experience of developing and maintaining strategic partnerships with key stakeholders and potential business partners
- Proven experience of management within a repairs or planned investment environment
- Track record of success in a leadership role; meeting challenging objectives and delivering business performance that exceeds expectations and targets.
- Track record of developing, implementing and managing new contracts e.g. The Joint Contracts Tribunal (JCT) / New Engineering Contract (NEC) / Term Partnering Contract (TPC) and running multiple projects at once.
- Evidence of effective people management achievements in a diverse service delivery environment. Evidence of achievements in diversity and inclusion.
- Experience of building and managing effective relationships at a senior level including those with customers, partners, and a range of stakeholders.
- Evidence of excellent customer service achievements in a complex service delivery environment.
- Experience of leading successful change programmes with employee, customer and stakeholder engagement, involvement, and collaboration.
- Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.

- Evidence of commercial acumen with a track record of successful negotiation and successful partnerships where relevant.
- A degree or higher-level qualification/s in purchasing and supply, property or a construction related discipline. Individuals working towards a qualification with the relevant experience are welcome to apply

Desirable

- Member or Fellow of a professional body such as the Royal Institution of Chartered Surveyors (RICS), Chartered Institute of Building (CIOB), or Chartered Institute of Housing (CIH), Chartered Institute of Procurement & Supply (CIPS)
- Experience of complex supply chain procurement and repair supply chain implementation

Skills

- Demonstrable capability for strategic thinking.
- Strong intellect with the ability to analyse complex data, review alternative solutions and reach speedy, well-formed conclusions.
- Strong influencing and negotiating skills supported by personal credibility, integrity, and professionalism.
- Effective and confident interpersonal skills with the ability to engage with a range of audiences and work in genuine collaboration with others.
- Engaging leadership style with the ability to inspire and engage with people and to personally communicate the values and priorities of the organisation.
- Effective IT skills including advanced MS Word/Excel skills.

Qualifications and/or professional membership

- This role requires a qualification to demonstrate competence. If not already qualified, there will be an expectation to study towards a technical professional qualification with the support of our organisation.