

Head of repair contracts and strategy



Working better together
for our residents

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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 lead on the direction and delivery of our repairs supply chain to deliver a best-in-class repairs service. You'll 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

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

Being an advocate for Notting Hill Genesis, overseeing effective property services frameworks and contractor performance management, and taking action to improve services where necessary.

Helping to provide well cared for homes and places where residents feel safe and a sense of pride.

Embedding a responsive service where queries and concerns are responded to in a thorough and timely fashion.

Providing professional and regular contact throughout projects, with clarity and certainty specifically around timescales.

Supporting residents 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 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.

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 your staff has a clear objective and learning plan.

Operational management

Forming strong, collaborative relationships with our executive board, operational, repairs and assets colleagues, along with our customers, contractors, local authority partners and external committees.

Lead your team and support the department to implement and deliver new repairs and property services frameworks that support Better Together.

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 Better Together.

Design and build the capability to deliver these services in line with their service level agreements, and to achieve the required business outcomes (as defined by key performance indicator targets and service development milestones).



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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 our dynamic purchasing system with Peabody.

Lead on the development, procurement and implementation of new contracted solutions, delivering repairs, voids, complex works and other property management services, including planned preventative maintenance and estate servicing.

Create and embed a new supply chain for materials to deliver consistency across stock and deliver commercial opportunities for operations and assets colleagues.

Oversee the performance of our portfolio of contracts, responding to and addressing concerns and mitigating risks.

Use data, analysis and insight to instigate appropriate strategic changes to the repair offer.

Provide technical expertise to support senior colleagues and procurement teams in delivering commercial and contractual opportunities.

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 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

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 and running multiple projects at once.

Evidence of effective people management achievements in a diverse service delivery environment, including 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.



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Evidence of commercial acumen with a track record of successful negotiation and successful partnerships where relevant.

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.

A degree level or higher qualification in property or construction related discipline, or equivalent professional experience.

Membership of a relevant professional institute – desirable.

Technical qualifications or accreditation in RICS, MCIOB, CIOB, ACIOB, CIH – desirable.

Experience of complex supply chain procurement and repair supply chain implementation – desirable.