

Job title: Assistant Director of Repairs Operations

Line manager: Director of Repairs

Grade *(if applicable):*

Direct reports: Regional Head of Service x4 and Head of Repairs Operations



Role purpose:

The Assistant Director of Repairs Operations is a senior operational leadership role reporting directly to the Director of Repairs. This role is responsible for overseeing the daily delivery of safe, reliable, and efficient repairs services across all regions. The postholder will ensure that strategic objectives are translated into practical, actionable processes within frontline teams, guaranteeing consistent service delivery and high-quality outcomes for residents. This position is critical to maintaining operational stability, managing day-to-day performance, and ensuring compliance with both existing and emerging health, safety, and quality standards.

Manage contractual relationships of significant value within the Peabody supply chain, ensuring all relevant obligations are met; service levels, governance and risks are managed effectively including quality audit process to enable continuous learning.

Key results:

- Develop and implement robust operational processes that streamline daily repairs activities. This includes establishing clear workflows, standard operating procedures, and performance guidelines to ensure consistent and efficient service delivery.
- Oversee the day-to-day operations of regional repairs teams, ensuring that work orders are completed promptly and to high quality standards. Regular monitoring of service delivery metrics will enable swift corrective action where needed.
- Ensure all repairs services adhere to stringent health and safety standards by implementing comprehensive risk management protocols and conducting regular audits.
- Manage relationships with external service providers and contractors, ensuring that service level agreements are met and that operational performance aligns with organisational expectations.
- Optimise resource allocation and scheduling to maximise efficiency. Collaborate with operational teams to adjust workloads and enhance responsiveness, whilst simultaneously minimising disruption for residents.
- Establish clear communication channels and reporting structures within operational teams, facilitating real-time information sharing and effective decision-making to drive continuous improvement.

Success metrics:

Consistent achievement of operational performance targets, including reduced response times and improved work order completion rates across all regions.

High levels of resident satisfaction, as evidenced by positive feedback regarding the reliability, safety, and quality of repairs services.

Demonstrated adherence to health and safety standards, supported by regular audit results and effective risk management practices.

Operational cost efficiencies achieved through optimised resource allocation and effective management of external contractors.

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Timely and actionable performance data reporting that supports continuous operational improvements and informed strategic decision-making.

About you:

You will be:

A strategic operational leader with a proven track record of managing large-scale, multi-regional service delivery teams, ensuring that day-to-day operations run smoothly and effectively.

An exceptional communicator who translates complex operational challenges into clear, actionable solutions, engaging both frontline teams and senior stakeholders.

A detail-oriented problem solver who excels in fast-paced environments, adept at identifying operational bottlenecks and implementing solutions that enhance efficiency and safety.

A customer service champion with the passion and drive for excellent customer service.

A resilient and adaptive leader committed to maintaining the highest standards of service delivery while managing dynamic operational challenges.

You will have:

Extensive experience in operational management within repairs or similar service delivery environments, with a demonstrated ability to oversee multi-regional teams.

A solid understanding of health and safety regulations and quality assurance standards, with a history of successfully implementing risk management protocols.

Proven expertise in resource allocation, scheduling, and managing external service providers to achieve high levels of operational performance.

Strong analytical skills and familiarity with performance data and reporting tools, enabling data-driven decisions that optimize service delivery.

Excellent stakeholder management and collaboration skills, with a track record of building effective teams and maintaining strong relationships with both internal and external partners.

A history of managing and empowering diverse teams, with a focus on talent development and performance enhancement, ensuring that team members reach their full potential and contribute meaningfully to organisational success.

Strong commercial awareness with knowledge of budget management, planning and proven experience of leading on risk management. Effective, networking, negotiation and influencing and stakeholder management skills.

Leadership responsibilities:

Support and enable delivery of the Group Strategy through strategic and operational contribution as a member of the leadership team. Align initiatives with broader organisational goals and collaborate with senior executives to ensure the repairs service meets its strategic commitments.

Build a diverse and inclusive organisation by embedding Equality, Diversity and Inclusion principles in team recruitment, development, and retention. This commitment fosters an environment where every individual is valued, and innovative ideas can flourish.

Serve as a confident role model by reflecting the organisation's core values, motivating the team, and ensuring that necessary tools and resources are provided to achieve organisational goals.

Empower teams to develop and grow by fostering a culture of continuous learning and development, recognising individual contributions, and providing opportunities for growth.

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Establish and maintain effective networks both internally and externally to support the delivery of the Group Strategy and the Localities model, facilitating seamless collaboration, driving consensus, and supporting successful implementation of key initiatives.

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