

Job title: Head of Repairs Operations

Line manager: Assistant Director of Repairs Operations

Direct reports: Repairs Operations Managers'



Role purpose:

As the Head of Repairs Operations within the Repairs Team, you will lead the teams responsible for the operational delivery of various repairs services, including day to day repairs, major repairs, complex repairs, damp and mould management, empty homes, temporary homes, surveying support functions, aids and adaptations and proactive repair projects. The function will provide oversight and analysis to the wider service in relation to service failure, improvement initiatives and ensure that our residents remain at the centre of all that we do. Leading all of our centralised support functions, the process and policies that underpin the responsive repairs service and reporting into the Assistant Director of Repairs Operations, you will work closely and collaboratively with colleagues, stakeholders and customers across Peabody, relentlessly driving operational improvements and offering a first-class repairs service to our residents.

You will be organised, accountable and resident focused, ensuring the services we provide offer value for money, are of good quality and are aligned with our values and objectives.

As a member of the repairs leadership team, you will support and enable delivery of the Group Strategy through strategic and operational contribution. Demonstrating strong leadership skills, you will help build diverse and inclusive teams; ensuring that Equality, Diversity and Inclusion principles are fully embedded in the attraction, recruitment, development and retention of staff. You will be a confident role model and leader, reflecting the values of the organisation, knowing what it takes to motivate your teams and ensuring they have the right tools to do the job effectively and efficiently. You will have an inbuilt desire to empower your teams to develop and grow, leading with trust, showing appreciation and making people feel valued.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs
- Disrepair; damp, mould & condensation; EHO and escalated cases
- Empty Homes / Voids
- Aids & adaptations
- Planned Preventative Maintenance and proactive case management.
- Service delivery for repairs managed through the DPS Marketplace
- Planning for the in-house DLO
- Professional property related services.

As the Head of Repairs Operations, you will:

- Be responsible for driving and delivering improvements across all repairs operations, using various techniques such as process mapping and evaluation, cause and effect mapping, problem identification and resolution workshops
- Ensuring that KPI measures are agreed and delivered, working with stakeholders across the group to deliver results consistently
- Utilise analysis and evaluation of the work undertaken by the team, to support the delivery of an effective and efficient function, making improvements to services as appropriate

Version Date:

Signed off by:

- Build strong, effective relationships with partnering contractors, in house contractors, external agencies and other departments to ensure services are delivered and maintained at agreed levels
- Build networks across departments and directorates to enhance understanding of the drivers of service failure, providing examples and oversight of service failure in a supportive manner
- Help other business areas to re-align their processes and procedures to minimise service failure, which will support the delivery of efficiencies
- Investigate and respond to all relevant complaints ensuring that timescales are met and lessons learned to improve services. Working closely with the Customer Relations Team and the Customer Experience Team to ensure that repairs are dealt with in a timely manner and residents kept up to date throughout
- Liaise closely with all parts of the business ensuring you embody the ethos of working better together
- Actively lead and participate in the review and improvement of Policies, Procedures and IT systems to make services more efficient and effective for our residents
- Ensure that staff comply with all group policies, regulatory responsibilities and standards at all times, taking necessary action where there are any breaches or issues
- Use data and resident feedback to drive operational change with all aspects of repairs delivery to ensure a continual improvement to our overall repairs service
- Manage and lead on new initiatives for any new legislation or regulations, including but not limited to, HHSRS and Awaab's Law, making operational changes to ensure compliance with those regulations
- Ensure that the market place platform (Plentific) delivers high quality repairs with a focus on value for money and resident satisfaction
- Effectively and proactively lead and motivate teams ensuring that there is a culture of high performance, strong engagement and a commitment to continual improvement through operational delivery
- Build effective networks internally and externally, actively participating to support delivery of the group strategy and the business model

Success metrics:

- Improved resident satisfaction across the service
- Adherence to SLA's in relation to resident communication and engagement
- High levels of satisfaction across stakeholders for services provided
- Improved efficiency in the delivery of services
- Excellent stakeholder engagement
- Reduction in complaint and escalated case volumes
- Projects managed in agreed time frames and progress updates to be provided when required
- High levels of satisfaction with repairs delivered through the Marketplace

About you:

You will be:

- An inspirational leader, with excellent communication skills, generating confidence and respect with a wide variety of audiences
- Experienced in leading multifaceted, fast paced repairs teams in a social housing setting, with a strong approach to teamwork and collaboration
- Accountable, responsible and motivated to do the right thing by our residents
- A problem solver, able to work independently at pace and under pressure and able to consistently deliver

Version Date:

Signed off by:

- A customer service champion with the passion and commitment to delivering excellent resident experience – being easy, reliable and empathetic in the way you deal with residents, and colleagues
- Positive about change, be confident to raise issues in a constructive way, be adaptable and view change as an opportunity to improve services, performance and efficiency
- Focussed on identifying and driving operational effectiveness to ensure a seamless service across all repairs work streams

You will have:

- Experience of leading and managing multifunctional teams of repair operational delivery and customer service skillsets
- Experience of leading teams delivering high profile repair cases including damp and mould and Housing Health and Safety Rating Scale category 1 repairs
- Demonstrable experience of repairs service delivery including how to maximise value for money, performance and quality
- Total commitment to delivering an excellent resident experience – you will embody and champion our values while fulfilling our service promises every day in the way you deal with residents and colleagues
- Strong commercial awareness with knowledge of budget management, planning and proven experience of leading on risk management
- The ability to work collaboratively with all parts of the business, representing the team and taking a balanced view, prioritising what is best for the business and our residents
- Effective, networking, negotiation, influencing and stakeholder management skills
- Strong commitment to the principles of equality, diversity and inclusion and championing the benefits of diversity in the workplace
- An excellent understanding of IT and digital platforms with proven experience of using these to drive efficiencies and improve operational performance