

# Yorkshire Housing Role Profile



<b>Job title:</b>	Director of Repairs and Maintenance	<b>Leader of others:</b>	Yes
<b>Reports to:</b>	Exec Director of Finance and Governance	<b>Contract type:</b>	Agile Homeworking
<b>Business Area</b>	Homes and Places	<b>Budget holder?</b>	Yes

## Job purpose

Reporting to the Executive team, this role leads our repairs, investment delivery and compliance delivery function (repairs, surveying, contract management, voids and investment, gas and electrical services and compliance).

The role is supported by a Head of Repairs and a Head of Compliance and Business Improvement.

## Key responsibilities

The main focus of the next few years will be leading a significant programme of change to revolutionise how we deliver our services to customers. This will be in conjunction with improving and stabilising repairs performance. Supported by the implementation of new technology, the Director will create an exceptional customer experience across all areas of the service with high levels of customer satisfaction, and a service that balances the needs of the business and our customers.

Our Business Strategy sets out our aims to be truly *Customer Obsessed* in our approach, creating *Homes and Places* to be proud of and our journey from a reactive service delivery model (waiting for something to go wrong) to a *Pre-emptive* approach that uses technology and insights to predict what our customers need before they need it. The evolution of our Homes directorate is central to this and a key part of reinventing our customer journey and CX culture.

We're looking for an exceptional leader who understands what this change will take to deliver at operational level, how to take people on the journey, and offer innovative and creative approaches to revolutionising how we deliver our service offer.

In addition to this, someone who can lead and manage communications within the team and more widely as part of the YH Leadership Team as well as form positive working relationships with the Executive Team, Directors' and Heads of Service, Boards and Committees, especially the relevant Chairs.

## What you'll bring to the role

### The main things:

- Senior level experience of leading repairs and / or maintenance function
- A passion for delivering good services to customers.
- A credible and articulate leader, with experience of inspiring teams towards shared goals and delivering excellent service and high performance.

- Previous involvement in the development and implementation of business strategy.
- Numerically literate with a good understanding of finance and performance reports.
- Previous involvement in a major systems implementation.
- Confident, independent and effective decision maker.
- Knows what it takes to build trusting, influential relationships with colleagues, Board and Committee members and partnerships with external stakeholder
- Personal values and approach that align with YH's values
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

#### **It would be a bonus if you have:**

- Repairs experience in a customer facing environment (but not in social housing).
- Previous involvement in a Salesforce implementation.
- Experience / knowledge of Health and Safety and compliance with relevant regulations.

#### **Our values:**

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.