

Yorkshire Housing Role Profile

Job title:	Head of repairs and maintenance services	Leader of others:	Yes
Reports to:	Director of Homes	Contract type:	Agile
Business area:	Homes	Car allowance:	Yes
Budget holder:	Yes	DBS required:	No

Job purpose

In this role, you'll provide clear strategic direction for the Repairs and Maintenance teams, ensuring seamless service delivery with high levels of performance and operational efficiency and effectiveness.

You'll set the tone for embracing change, and use your passion and experience to steer the team forward through our transformation plans. You'll manage key relationships for our in-house Repairs service and contract partners, empowering existing and new colleagues to be their best and take pride in the work they deliver.

You will lead by example in creating a culture of keeping our people safe, our properties compliant whilst delivering services in a customer and employee obsessed way.

Key responsibilities

- As part of the Customer Experience leadership team, provide confident and clear leadership and direction for the Building Services and Empty Homes teams.
- Lead by example and manage health and safety in line with Yorkshire Housing's Health & Safety Policy
- Strive to continuously improve the efficiency and effectiveness of the Building Services and Empty Homes teams in delivering an exceptional customer experience and provide value for money services
- Steer the whole department towards success from a strategic viewpoint, identifying and reviewing anything that will drive operational efficiencies and improve performance.
- Oversee recruitment to ensure we're recruiting for the right behaviours across the board to set teams up for success.
- Manage key relationships with external contractors, manage their performance and ensure our customers are receiving the same service as our in-house teams deliver
- Oversee the performance management of the wider team and external contractors to ensure customers experience a seamless service delivery.. Create and embed a strong performance culture and ensure that all representatives of Yorkshire Housing have clearly defined accountabilities and objectives.
- Keep colleagues motivated through periods of transformation and change, taking them on a journey during which they feel heard, involved and empowered.
- Empower colleagues to embrace change, find the best solutions and take forward our culture of innovation, flexibility and customer obsession.
- Collaborate with leadership colleagues across the wider business to develop and implement joined up operational plans that deliver our strategic objectives.
- Form positive working relationships with the Exec team, Directors, other Heads of Service, Homes and Places Committee, and the Customer Voice and Review Committee to ensure that it has all the information and support needed to effectively co-regulate our service delivery and hold us to account for performance.
- Ensure appropriate levels of assurance and confidence in plans and performance across your business areas to the Directors and Executive Team.
- Ensure that our homes are safe through the operational management ensuring that the health and safety of our customers is always paramount.

- Control and monitor the service’s budget and ensure that budget holders have control of and accountability for delivery of their budgets.
- Lead and manage clear and timely communications to your team, the wider business and external partners and stakeholders.

What you’ll bring to the role

The main things:

- A genuine passion for the delivery of exceptional customer experience and amplifying customer voice in service design.
- Extensive senior level experience of directing and delivery customer service functions, particularly in a repairs and maintenance, including leading service and strategy design and implementation.
- A proven track record of successfully leading on all aspects of Health and safety that will ensure the safety of our customers and our employees
- A natural coach, with experience in inspiring individuals and teams to achieve shared goals and driving motivation to deliver a first class customer experience.
- A credible people leader, with the ability to keep colleagues engaged, informed and involved as we redesign our customer service offer.
- Experience in handling the procurement of major contracts.
- Experience in steering operational teams and maintaining high levels of performance throughout wide scale change.
- Knowledge and understanding of the policy issues and practical challenges facing the housing sector, and the regulatory and legal frameworks we operate within.
- Strong character with the ability to navigate changing priorities and keep operational performance on track.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH’s values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

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.

Date Role Profile last reviewed:

February 2024 AH