

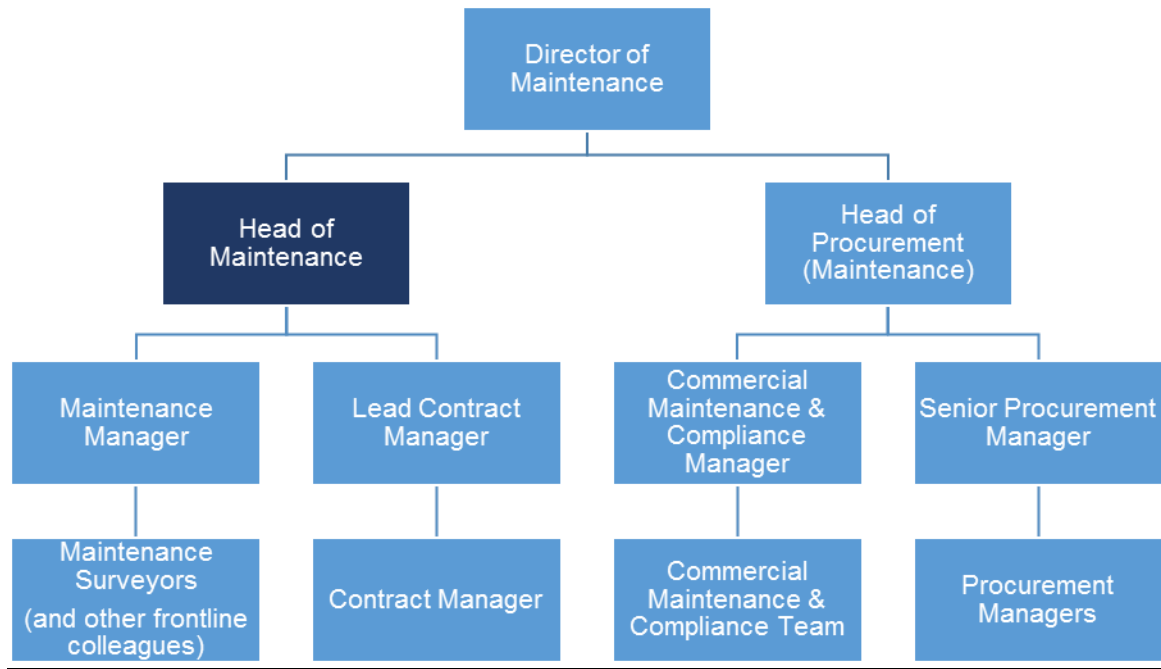
HOME GROUP LIMITED
JOB DESCRIPTION

1	JOB DETAILS	
	Job Title: Head of Maintenance	Date: January 2017
	Reports to: Director of Maintenance	Ref: HOMEJD538

2	JOB PURPOSE <p>As a Manager within Home Group you are responsible for performance, process, people and culture. You will play a key role in creating and sustaining a positive culture by personally role modelling the Home Group values and creating ways of working that enables others to do the same. You will specifically:</p> <ul style="list-style-type: none">• Provide strategic leadership across maintenance at Home Group, devising and meeting challenging operational performance indicators, delivering excellent service delivery to our customers, including within target responses to complaints and ensuring all stakeholders receive relevant information in a timely manner.• Implement the maintenance vision with a view to completing our digital journey in 5 years, including implementation of work force management, 80% customer self-serve on repair requests and a reduction in reactive maintenance .• Collaborate with colleagues and lead continuous improvement in our approach to maintenance, researching new methods for managing maintenance in readiness for new contracts and create greater efficiency through innovation to reduce costs whilst sustaining the condition of our assets.• To be the point of escalation where there are major contractual disputes and to work with our legal teams to find a satisfactory resolution which protects Home Group and sustains a great service to customers.
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3	DIMENSIONS <ul style="list-style-type: none">• An agent for change who seeks to find the most appropriate cost effective way of sustaining our assets and delivering customer service excellence• Direct budgetary accountability for up to £50m of responsive, statutory, planned and cyclical works to be delivered within stated timelines, meeting all deadlines as agreed at year start and in a commercial manner• The management of major national maintenance contractors and a number of specialist contractors ensuring significant control of costs, delivery within contractual timelines and appropriate commercial action to deal with failure• Ensuring contractors respond in a timely manner to poor outcomes and complaints in a timely manner• Line management and leadership of direct reports i.e. Senior Contracts Managers and Maintenance Managers with indirect responsibility for all colleagues within a large geographical maintenance area.
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4 ORGANISATIONAL CHART



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KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Significant experience of contract management in a commercially challenging maintenance environment, strong negotiation, influencing and conflict management skills
- Substantial experience of leading planned and responsive maintenance programmes at a strategic level within the housing sector
- Extensive knowledge of statutory and regulatory requirements within a Maintenance and contract management environment with the ability to identify, minimise and mitigate any risks to the business
- Excellent verbal and written communication skills
- Excellent analytical skills at a strategic level to ensure the correct operating model is in place and we are prioritising the key areas.
- Excellent planning, scheduling and organisational management skills
- Experienced people manager with proven ability to monitor, manage and effectively challenge performance to achieve excellence in the delivery of a maintenance service
- Senior account management experience with a track record of building effective and valued relationships across a range of demanding internal and external stakeholders
- Understands the role has a customer service excellence focus to both internal and external customers
- Demonstrable experience of setting and achieving challenging KPI's and managing resources effectively to deliver value for money, high quality outcomes and continuous improvement
- Confident and credible leader and team player, intuitively collaborative and with track record of developing brilliant people and teams and demonstrable modelling of Leadership Valued Behaviours
- Ability to integrate the delivery of maintenance services to customers by working collaboratively and authentically across Home Group's three strands of service

delivery (supported, rented & leasehold)

- Practical knowledge and experience of emerging challenges and opportunities within a maintenance and construction environment, including experience of procurement and project management.
- Ability to work within a flexible framework of responsibilities including broader /different geographical boundaries, an evolving business model, changing markets and increasingly sophisticated stakeholders
- A driving licence and access to a vehicle is essential, as is the flexibility to attend meetings out of hours and undertake national and regional travel

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KEY RESULT AREAS

- Deliver a high quality, efficient and commercial maintenance service valued by our external customers and those who operate internally on behalf of customers in Supported, Rented and Leasehold, meeting key performance targets and delivering in accordance with agreed standard operating procedures and policies
- Work collaboratively with Heads Of across all areas of the organisation to deliver excellent customer service and ensure 100% compliance in all Health and safety areas
- To robustly manage team performance, setting effective objectives, assessing competency areas and supporting individual and team development through the Performance Management process
- Work collaboratively with Development in relation to new property handover, asset management, sustainability, regeneration and investment in new schemes, ensuring up to date and accurate information on stock condition is held in order to make informed and commercial decisions about stock and future programmes
- Robustly assess and manage key risks
- Proactively manage health and safety risks across all areas to ensure compliance with statutory and regulatory requirements
- Formulate, manage and monitor budgets from a zero base to effect service improvement through efficiency gains

7 COMMUNICATIONS & WORKING RELATIONSHIPS

Internal:

- Directors of Service Delivery
- Heads of Service
- Customer Service Centre
- Senior procurement colleagues
- Group Management accountant
- Director of Legal
- Head of health and Safety □ Heads of Development
- Director of Commercial (New Models of Care)
- Support Functions

External:

- Customers
- Contractors and consultants

- Commissioners and Regulatory Bodies
- Central & Local Government
- Other Housing Associations and RSLs

8 SCOPE FOR IMPACT

- Provides strategic direction to Lead Contract Managers and Maintenance Managers to manage major commercial contracts and a significant spend area for the Group
- Account manages effective and productive relationships across existing internal and external stakeholders and contractors, identifying risks and opportunities to Home Group's business strategy and growth agenda
- Leads management of risks across the area for maintenance to ensure compliance with statutory and regulatory requirements
- Creates a working environment which engages and motivates others to work collaboratively to deliver consistently high quality, customer centred services across maintenance

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CORPORATE RESPONSIBILITIES

- To take full responsibility for the health, safety and welfare of yourself and ensure that through your acts and/or omissions you do not affect your colleagues □
Actively follow the Group’s Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and actively participating in training or development to ensure compliance and best practice in this area.
- To understand and follow all relevant policies and procedures that impact on learning activities
- To participate in all reasonable training, learning and development activity designed to support you in performing your role and supporting the development of your team
- To contribute to project groups or in other ways collaborate across the organisation to achieve our core objectives
- To promote equality, diversity and inclusion as an integral aspect of working at Home Group and lead by example in both actions and behaviours
- To undertake any further duties as requested by your Line Manager commensurate with the level of your post

	JOB DESCRIPTION AGREEMENT	
	Job Holder’s Signature:	Date:
	Manager’s Signature:	Date: