

## Head of Repairs and Estates

**Reports to:** Assistant Director of Property Services

**Responsible for:** Repairs and Maintenance, Void Works and Estates Services

**Line Management responsibility:** Estates Services Manager, Repairs and Voids Manager

### Role purpose

You will provide operational leadership to the property and estates teams helping to shape and deliver our mission of providing housing, care and support services with customers at our heart and with the ethos of 'Together we make a Difference' at our core. To achieve outstanding performance in the quality of reactive repairs, planned repairs, property improvements and estates services, including the delivery grounds maintenance, painting and cleaning services. To ensure continuous improvement and development of the service provided and actively seeking opportunities to grow. To provide effective leadership and performance management for your team and be our key accountable person for our repairs and estates services.

### Role Scope

Reporting to the Assistant Director of Property Services, working collaboratively to ensure the delivery of Orwell's vision, values and strategic objectives.

Providing operational management and leadership for the repairs & maintenance and estates services teams, placing the needs of our customers at the heart of our activities ensuring a sector leading service.

Supporting the Assistant Director of Property Services to formulate and implement strategy and policy, including responding to and effectively implementing any new legislation or government policy which is introduced.

Ensuring our housing and estate assets are managed efficiently and effectively, coordinating and managing multiple trades in a property environment, meeting all aspects of statutory and regulatory compliance

Embedding the customer voice into our repairs and estates services delivery, ensuring a high performing, customer focussed repairs and estates service.

Supporting our environmental and sustainability agenda and ensuring implementation of all property and estate related aspects of the Regulator of Social Housing Consumer Standards.

## Key Responsibilities

You will be solutions focussed and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

**P**eople-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

**A**mbitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

**C**ollaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

**E**ffective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

## People-focused

### You will;

- Lead, inspire, motivate and empower your teams to operate in alignment with Orwell’s vision and values.
- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a culture of customer excellence, innovation, respect, collaborative working, efficiency and achievement within your teams.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Effectively recruit, onboard and develop people through sharing expertise, carrying out regular reviews to ensure consistent delivery of responsibilities in line with the Orwell vision and values.
- Be prepared to go ‘over and above’ to help our customers, colleagues, communities and residents
- Act as a role model for our values and culture, demonstrating and embedding a coaching style of leadership, ensuring all Team Orwell are supported and engaged in the delivery of our strategic plan.

- Ensure all services are delivered to Orwell's customer care standards.
- Work flexibly to meet our customers' expectations. This will include some working in the evenings and at weekends on occasion.
- Ensure the teams work effectively together and mutually support each another, ensuring workload is evenly distributed and that good performance is rewarded.
- Ensure the teams are suitably trained and understand responsibilities and expectations to achieve a high standard of work.

## Ambitious

- Constantly innovate to offer a customer-orientated, quality service that remains good value for money.
- Constantly seek to expand learning and undertake all training and development essential for this role.
- Utilise analytical, influencing and negotiating skills to improve strategic positioning and financial viability of services.
- Drive continuous improvement and innovation within the Property Services and Estates area.
- Encourage a forward thinking, innovative approach, encouraging new ideas and ways of working.
- Drive continuous improvement and innovation within the repairs and voids and estate services department.
- Aspire to lead a forward thinking, innovative team, encouraging new ideas and ways of working
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- Be open to new ideas and overcome resistance to change whilst explaining and justifying points of view and objectively discussing options.
- Ensure personal, team and organisational objectives related to your areas of the organisation are met.
- Develop and maintain professional networks and partnerships.
- Proactively identify barriers to change and seeking ways to overcome them.

## Collaborative

- Recognise situations when full and open communication is not possible e.g. issues of confidentiality, and deal with these in a sensitive and professional manner.
- Communicate effectively verbally and in writing to a wide range of audiences, explaining complex issues clearly and concisely.

- Promote Orwell to wider external partners and to ensure Orwell's business relationships and reputation is enhanced within wider business forums.
- Work with others to find innovative ways to share services and improve quality and efficiency.
- Communicate well and work collaboratively with other colleagues throughout Orwell to ensure consistently high standards of service are delivered and that essential information is always communicated and understood.
- Procure and manage contractors effectively to ensure work not provided by our in-house team is delivered in the most effective manner (with the support of our procurement team)

## Effective

- Drive continuous improvement and innovation across the range of services within the area and work with the Assistant Director of Property Services to ensure that our services offer value for money, meet budgetary requirements and remain efficient and effective.
- Ensure that our homes and estates provide a safe environment for our residents and fully comply with all relevant legislation, in particular disrepair cases and obligations under Awaab's Law.
- Deliver an efficient and effective repairs and estate services, maximising team resources to provide the very best value for money for our customers.
- Recognise that health and safety is the responsibility of every individual and take reasonable steps to ensure a safe working environment for your teams ensuring all systems of work, policies, procedures and training is fully and consistently applied.
- Ensure that the quality, management and financial performance of the teams in your area are sustained through the adoption of all statutory regulatory and best practice requirements and the development of continuous improvement.
- Support and embed the Value for Money Strategy and seek to proactively improve value for money in your area of work, working alongside the Assistant Director of Property Services, the Executive Team and the wider leadership team members.
- Support and embed the risk management and internal controls framework and seek to proactively mitigate the actual and perceived risks in your area of work.
- Be able to resolve difficulties in a balanced and empathetic manner.
- Ensure forward planning and fully anticipate changes in the relevant service areas, planning accordingly.

## Person Specification – Head of Repairs and Estates

### Qualifications

RICS qualification or qualified through experience. Membership of relevant professional body with a relevant professional qualification- Royal Institution of Chartered Surveys (RICS) or HND/HNC in Building or facilities management.

Leadership qualification or willingness to study through our Building Leaders Programme and/or gain a qualification.

A full driving licence is essential.

### Experience

Significant repairs experience ideally in the social housing sector ..

Experience of being accountable for substantial budgets.

Experience of collaborating and working as part of an effective leadership team.

A proven track record of prioritising complex workloads and reacting to changing priorities.

Proven ability to build collaborative relationships with others inside and outside own area.

A proven track record in project management and ability to coordinate and manage multiple trades in a property environment.

### Knowledge

Excellent knowledge of regulatory and legal requirements (eg Awaab's Law etc), working to high standards in compliance and assurance.

Understanding of Regulatory Standards and Health and Safety compliance in the housing sector.

Understanding of risk management processes.

Thorough technical knowledge and understanding of responsive, planned repairs, void and estate management in a social housing context.

Thorough knowledge and understanding of Building Regulations, environmental standards and building safety standards as regards residential property.

### Skills

Ability to interpret financial information, manage budgets and make sound financial decisions, continuously striving for better value for money.

Ability to make sound judgements and find solutions to complex issues and problems, taking a commercial approach

Able to identify and fully assess risk, working with risk frameworks and ensuring risk assessments are undertaken

Ability to work effectively in partnership with senior leaders, colleagues, residents, customers and external stakeholders with an ability to engage effectively at all levels and present complex information in an accessible way.

Excellent communication and interpersonal skills; well-developed influencing, networking, promotional and negotiating skills.

Ability to identify and see the potential of new innovations and new technology to deliver efficiency and improve services.

Ability to create and lead a culture based on Orwell's values, to inspire, motivate and develop staff, skilled at building cohesive and motivated teams.

Strategic awareness with the ability to formulate, interpret and implement policy

Excellent numerical and analytical skills.

Excellent time management skills.

Excellent IT skills, with thorough working knowledge of Microsoft Office (particularly Outlook, Word, Excel and PowerPoint).

### Attributes

Shares the vision and values of Orwell.

A decisive and effective decision maker who leads by example with an open, engaging and enthusing style.

Acts with integrity and able to build high levels of trust.

Ability to inspire, support, and develop others to optimise their performance.

Works well in a team with a collaborative style that engages people at all levels and promotes positive relationships throughout Orwell and our partners.

Resilient, robust, confident and determined, also self-aware and committed to addressing areas for personal development.

Understanding, and embracing diversity, treating everyone with dignity and respect with a real desire to understand and meet customers' diverse needs.