

Role profile

Job Title:	Head of Housing Repairs and Maintenance	Grade:	CB4
Department:	Housing Asset Management	Post no.:	TBA
Directorate:	Housing & Environment	Location:	Perceval House

Role reports to:	Assistant Director Housing Asset Management
Direct reports:	Managers within Housing Repairs and Maintenance teams
Indirect reports:	Indirect supervisory responsibility for teams within Housing Repairs and Maintenance teams

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- The Head of Housing Repairs and Maintenance is responsible for leading and managing the repairs and maintenance operations within the council's housing asset management department, ensuring efficient and effective service delivery tailored to the needs of the local residents.
- To ensure all housing stock is maintained to a high standard by implementing and monitoring maintenance programmes to provide Ealing residents with safe, secure, and well-maintained homes, addressing any issues promptly and effectively to ensure the council's commitment to quality housing.
- To promote outstanding customer satisfaction by setting high expectations for the service and team, focussing on delivering high-quality repairs and maintenance services that meet the needs and expectations of Ealing residents, continuously seeking feedback and opportunities for improvement to ensure a high standard of living.
- To develop and implement effective maintenance strategies by creating, procuring and delivering comprehensive maintenance plans that prioritise quality, timely and cost-effective repairs, ensuring the longevity and quality of the council's housing stock, optimising customer satisfaction and aligning with the directorate's goals.
- To ensure compliance with all relevant regulations and standards by staying updated on and enforcing compliance with housing regulations, safety standards, and best practices in maintenance operations to protect Ealing residents.

- To foster strong relationships with contractors, staff, and residents and building and maintaining positive working relationships with all stakeholders, encouraging collaboration and communication to enhance service delivery and resident satisfaction.

Key accountabilities

1. Ensure that service policies, procedures, and processes are continuously developed to reflect legislative changes, regulations, guidance, and best practices, with a strong emphasis on adhering to legislation affecting the service, and ensure all working practices are compliant and efficient.
2. Establish a culture of continuous improvement and innovation by developing and implementing key changes, including clearly communicating goals and expectations to enhance service delivery, processes, and outcomes, ensuring alignment with the organisation and directorate's overall objectives and industry trends and best practice.
3. To be responsible for leading and inspiring the workforce, ensuring effective team management, professional development, and fostering a positive and productive work environment in line the council's employment policies, procedures and practices.
4. To engage with community stakeholders and partners, ensuring collaboration and co-creation on joint initiatives and integrating community and partnership working into service planning and delivery.
5. To be responsible and accountable for managing the budget, involving finance teams early, ensuring compliance with financial and procurement procedure rules, policies and processes, and proactively managing risks and overspends, and maximising income, funding opportunities and efficiencies.
6. Foster effective communication with all service staff, ensuring they are well-informed and actively involved. Clearly articulate service objectives, provide comprehensive briefings on Council-wide issues, and ensure that corporate messages are effectively cascaded.
7. Draft comprehensive reports, briefing notes, and presentations, support audits and committee meetings with detailed information and analysis and collaborate with the Assistant Director to ensure all documentation meets organisational standards and aids decision-making.
8. To be responsible for identifying, assessing, and managing risks to ensure effective service delivery in accordance with the council's risk management policy, frameworks, and local risk register, including ensuring the timely escalation of risks to the Assistant Director.
9. Support the Assistant Director in managing relationships with members concerning service delivery and politically sensitive issues by providing

accurate and timely information and reporting within your area of responsibility, while representing the service and the council at meetings and events as required.

10. Develop and implement a business continuity strategy for critical service delivery functions, ensuring effective planning and communication, and collaborating with the council's emergency planning team, emergency and health services, partner agencies, and government organisations to establish robust contingency plans and procedures for managing emergencies.
11. Ensure continuous professional development and mandatory training for yourself and your team, fostering a culture of ongoing learning and compliance.
12. To have responsibility for ensuring robust arrangements to ensure the health, safety and wellbeing of staff and others in line with the council's policies, procedures and guidance.
13. Ensure adherence to the council's equality, diversity, and inclusion strategies, policies, frameworks, and legislative requirements, actively promoting these principles in all areas of service delivery, including conducting equality analysis assessments and fostering inclusive interactions with service users, partners, and the workforce.
14. Responsible for delivering accurate insights, establishing and monitoring metrics, and ensuring KPI targets are met, and collaborating with the council's corporate performance team to align with broader organisational goals and reporting requirements.
15. Ensure the safeguarding of vulnerable adults by implementing and adhering to local authority policies, promptly addressing concerns, collaborating with relevant agencies, and providing training and guidance to the housing solutions team.
16. Undertake any duties commensurate with the role, including deputising for the Assistant Director and Heads of Services as needed, to ensure the effective delivery of the department's services.

Key performance indicators

The key performance indicators for this role include delivery of statutory, local performance indicators and service level agreements such as:

- Average response time to respond to repair requests
- Average completion time to complete repairs
- Percentage of repairs completed on the first visit
- Resident feedback on repair quality and timeliness
- Average cost per repair job
- Ratio of planned to reactive maintenance

- Adherence to safety standards
- Number of outstanding repair requests
- Average time between asset failures
- Average time to repair a failed asset

Key relationships (internal and external)

- Assistant Director of Housing Asset Management
- Repairs and Maintenance management team
- Housing Asset Management Departmental staff including Housing Customer Service team
- Housing & Environment Directorate colleagues
- Council wide senior managers and heads of service
- Corporate colleagues e.g., Finance, Corporate Health and Safety, HR, ICT, Legal
- External stakeholders e.g., Council approved contractors and service providers, Suppliers, Regulatory bodies
- Peers in other London Councils
- Other stakeholders e.g. local community groups, residents and tenant associations

Authority level

- Allocation and management of the maintenance budget
- Staff Management
- Contract Management - negotiate and manage contracts with service providers
- Policy implementation to ensure compliance with housing policies and safety regulations
- Decision-making to prioritise repairs, allocate resources, and respond to emergencies
- Reporting of performance metrics to senior management
- Contribute to long-term asset management strategies
- Financial sign off up to 100K
- Revenue and grant budgets up to £15m

Person specification

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Essential knowledge, skills, and experience

1. Extensive knowledge and in-depth understanding of housing repairs and maintenance practices, including relevant statutory frameworks.
2. Proven track record in managing large-scale repairs and maintenance operations within a local authority housing context.
3. Strong leadership and team management abilities, with experience in supervising and developing staff.
4. High level of proficiency in managing budgets and financial planning for maintenance activities.
5. Strong experience in negotiating and managing contracts with external service providers and suppliers.
6. Demonstratable commitment to delivering high-quality service and improving customer satisfaction for residents.
7. Ability to diagnose repairs, recommend solutions, and produce specifications and schedules of work.
8. Sound knowledge of health and safety regulations and ensuring compliance in all maintenance activities.
9. Excellent verbal and written communication skills for effective interaction with internal and external stakeholders.
10. Strong analytical and problem-solving skills to address complex maintenance issues.
11. Familiarity with maintenance management systems and data analytics tools.
12. Ability to contribute to long-term planning and strategy development for asset management.

Essential qualification(s) and professional memberships

1. Educated to degree in a related field such as Construction Management, Civil Engineering or Housing Management.
2. A Level 4 or 5 Certificate or Diploma in Housing, or a foundation degree from the Chartered Institute of Housing or a willingness and ability to work towards obtaining this qualification.
3. Membership in a relevant professional body, such as the Chartered Institute of Housing (CIH), Royal Institution of Chartered Surveyors (RICS).

4. Evidence of Continuous Professional Development, for example,
- Formal management training and development programmes such as ILM Level 5 Diploma in Leadership and Management
 - Project Management training such as Prince2 or Project Management Professional certification.
 - Health and Safety qualifications, such as NEBOSH or IOSH

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards