



# Repairs & Maintenance

CANDIDATE INFORMATION PACK

July 2025



**Ealing**

[www.ealing.gov.uk](http://www.ealing.gov.uk)

**Adecco**





# WELCOME LETTER

Dear Candidate,

Welcome to Ealing Council, where we are committed to providing safe, secure, and sustainable housing for our residents. I am delighted to welcome you to the recruitment process for the Housing and Environment Directorate's positions at Ealing Council. We are excited to offer a range of key roles that provide an excellent opportunity to make a significant impact in the housing departments serving our borough. At Ealing Council, we are on a journey to rebuild the housing service to enhance the quality of life for our residents. Our corporate strategy and vision focus on creating good jobs, tackling the climate crisis, and fighting inequality to ensure a sustainable and inclusive future for all residents.

These roles offer the chance to drive positive change and improve the lives of our residents. You will be part of a team that focuses on supporting people to live well in the community and improving the quality of housing. Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to be part of the frontline teams taking forward the innovative delivery of our forthcoming housing improvement strategies.

By joining us, you will help shape a better future for Ealing's residents. We have embraced all recommendations from recent reviews as part of our journey of improvement to rebuild our services. Ealing is a fantastic place to work. The council is committed to creating an engaged, trusted, and supported workforce that is enabled to do the very best for the communities it serves.

We offer a competitive salary package, with additional benefits and discounts. The council has a new workforce strategy that focuses on several key areas to enhance its workforce and address various challenges. The council is dedicated to continuous learning and professional development, recognising that its success depends on the quality of its people. Additionally, the strategy emphasises the importance of equality, diversity, and inclusion, and aims to develop the workforce to work collaboratively with the community and its partners.

Below, you will find the role profiles that outline the roles, describe the knowledge, experiences, and skills we are seeking, and provide information about how you can apply for a role. We look forward to receiving your application and potentially welcoming you to our directorate.

Best regards.

Nicky Fiedler  
Strategic Director for Housing and Environment Ealing Council



# WHY JOIN US?

Working for Ealing Council's Housing and Environment Directorate offers a unique opportunity to make a significant impact on our communities. The council owns and manages around 18,000 properties, oversees a capital programme of £40m, and administers a £150m programme to acquire affordable housing for customers affected by homelessness and a £15m repairs budget. The council is dedicated to providing safe, secure, and sustainable housing, aligning with the council's strategic priorities. You'll be part of a team that focuses on supporting people to live well in the community and improving the quality of housing.

Ealing Council's housing strategies such as being responsible for leading and managing the repairs and maintenance operations, mainly via our contractors but also a small direct labour force. Ensuring efficient and effective service delivery tailored to the needs of the local residents to provide safe, secure, and well-maintained homes. Promote outstanding customer satisfaction by setting high expectations for the service and driving service improvement initiatives and help shape a better future for Ealing's residents.



**Are you ready to make a significant impact in the housing sector? Ealing Council is seeking talented and dedicated professionals to its Housing and Environment Directorate. We are offering the chance to drive positive change and improve the lives of our residents.**

# Repairs Operations Manager

Salary: £64,317.00 – £67,810.00

## ABOUT THE ROLE

Are you a proactive leader with a passion for enhancing customer experience in the public sector? Our client is looking for a dynamic Repairs Operations Manager to join their dedicated team in the Repairs and Maintenance division. This is an exciting opportunity to make a tangible difference in the upkeep and functionality of housing properties.

### About the Role:

As the Repairs Operations Manager, you will play a pivotal role in ensuring that our repair and maintenance operations exceed customer expectations. You will:

- Lead day-to-day repair works, managing resources effectively to deliver excellent service while optimising performance, costs, and risks.
- Ensure compliance with health and safety legislation, embedding safe working practices into daily operations.
- Champion the customer's voice, making it the golden thread in all decisions and actions related to the repairs experience.
- Oversee the diagnostics service, ensuring repair reports are addressed according to policy and procedure, and that remedial works are tracked, coordinated, and completed within set timelines.

### Key Responsibilities:

- **Operational Leadership:** Manage daily operations to ensure timely and effective repairs, keeping customer satisfaction at the forefront.
- **Performance Management:** Set and monitor high-performance standards in repairs, driving continuous improvement initiatives.
- **Contractor Management:** Utilise your excellent knowledge of good practices in delivering repairs to manage contractors effectively, securing outstanding outcomes.
- **Health and Safety Compliance:** Uphold health and safety standards, ensuring all team members adhere to safe working practices.

### The ideal candidate will possess:

- Strong technical expertise in repairs and maintenance.
- A proactive approach to property management and customer service.
- Excellent organisational and leadership skills.
- Experience in managing contractors and ensuring high-quality service delivery.
- A commitment to embedding customer feedback into service improvements.

# Repairs Operations Manager

## Why Join Us?

- **Impactful Work:** Contribute to the well-being of our communities by ensuring safe and functional housing.
- **Professional Growth:** Opportunities for development and advancement within a supportive environment.
- **Collaborative Culture:** Work alongside a team of dedicated professionals who share your passion for excellence in public service.

**How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [Sadie.nunn@adecco.co.uk](mailto:Sadie.nunn@adecco.co.uk) or by clicking this link: [Repairs Operations Manager](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.

# Complex Repairs Delivery Manager

Salary: £64,317.00 – £67,810.00

## ABOUT THE ROLE

Are you ready to take your career to the next level? Our client, a leading organization in the Public Sector, is on the lookout for a dynamic and experienced Complex Repairs Delivery Manager to join their dedicated team. This is a fantastic opportunity to make a real impact on housing properties and ensure that the communities we serve are well-maintained and functional.

### About the Role:

As the Complex Repairs Delivery Manager, you will spearhead the response to housing disrepair claims. Your expertise will ensure compliance with legal and regulatory requirements while delivering effective and durable repairs. You'll be at the forefront of operational excellence, managing a talented team and collaborating with legal representatives, contractors, and tenants. Additionally, you will oversee the operational delivery of Aids and Adaptation services, working closely with external agencies, contractors, and internal stakeholders.

### Key Responsibilities:

- Lead the response to housing disrepair claims with a proactive approach.
- Ensure compliance with legal and regulatory requirements.
- Manage a skilled team, fostering motivation and engagement.
- Collaborate with legal representatives, contractors, and tenants to resolve issues efficiently.
- Implement strategies to minimize disrepair cases and enhance property management.
- Oversee the operational delivery of Aids and Adaptation services.
- Maintain a strong focus on health and safety at a senior level.

### What We're Looking For:

To excel in this role, you should have:

- Expertise in construction and maintenance within a social housing environment, including a solid understanding of Housing Disrepair protocols.
- A strong grasp of CDM Regulations and experience with NHF Schedule of Rates.
- Proven accountability for managing health and safety at a senior level.
- A demonstrable track record of operational management, with a flair for team motivation and engagement.
- Exceptional skills in budget management, trend analysis, and forecasting to ensure value for money and demonstrate commercial acumen.

# Complex Repairs Delivery Manager

## Why Join Us?

- **Impactful Work:** Be part of a team that makes a difference in the lives of residents.
- **Professional Growth:** We support your career development and provide opportunities for advancement.
- **Collaborative Environment:** Work with passionate professionals who are dedicated to excellence.
- **Competitive Benefits:** Enjoy a comprehensive benefits package that supports your well-being.

If you're passionate about property management and have the expertise to lead complex repairs, we want to hear from you.

- **How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [Sadie.nunn@adecco.co.uk](mailto:Sadie.nunn@adecco.co.uk) or by clicking this link: [Complex Repairs Delivery Manager](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.

# Repairs & Voids Patch Surveyor

Salary: £50,574.00 – £52,584.00

## ABOUT THE ROLE

Are you ready to make a real difference in the lives of residents? Join our dynamic team in the Public Sector as a Repairs and Voids Patch Surveyor. We are on the lookout for a skilled professional who is passionate about property management and committed to delivering high-quality repair services.

### **About the Role:**

As a Repairs and Voids Patch Surveyor, you will be at the forefront of our repairs service, engaging directly with residents to assess their home repair needs. Your expertise will enable you to diagnose issues, specify necessary repairs, conduct post-inspections, and craft comprehensive reports.

### **Key Responsibilities:**

- **Manage Day-to-Day Operations:** Take charge of daily repair works, ensuring efficient resource management to deliver outstanding services while optimising performance, cost, and risk.
- **Ensure Compliance:** Uphold health and safety legislation and regulations, promoting safe working practices in all operations.
- **Champion Customer Experience:** Make the customer's voice a priority in every decision related to their repair experiences.
- **Oversee Diagnostics Service:** Manage all aspects of diagnostic services, ensuring repair reports are processed according to policy and that remedial actions are tracked, coordinated, and completed on time.



# Repairs & Voids Patch Surveyor

## What We're Looking For:

To thrive in this role, you should possess:

- Technical expertise in property management and repairs.
- A proactive approach to tackling challenges and improving living conditions.
- Strong communication skills to build effective relationships with residents and contractors.
- The ability to work independently and as part of a team.

## Why Join Us?

- **Make an Impact:** Your work will directly enhance the quality of life for residents and contribute to our ambitious capital improvement plans.
- **Supportive Environment:** Be part of a collaborative team that values your input and encourages professional growth.
- **Job Security:** Enjoy the stability of a permanent contract with opportunities for career advancement.

If you are enthusiastic about property management and are ready to take on this rewarding challenge, we want to hear from you.

- **How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [beth.murray@adecco.co.uk](mailto:beth.murray@adecco.co.uk) or by clicking this link: [Repairs and Voids Patch Surveyor](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.

# Complex Repairs Surveyor

Salary: £50,574.00 – £52,584.00

## ABOUT THE ROLE

Are you passionate about improving living conditions and making a difference in your community? Our client is on the lookout for a talented Complex Repairs Surveyor to join their dynamic Repairs and Maintenance division. This is an exciting opportunity to play a pivotal role in ensuring the upkeep and functionality of housing properties while delivering exceptional service to residents.

About the Role: As a Complex Repairs Surveyor, you will be at the forefront of our repairs service. Your expertise will be instrumental in visiting residents to assess disrepair and ensuring that issues are resolved efficiently. Building strong relationships with both customers and contractors will be key to your success as you work collaboratively to deliver a high-performing service.

### **Key Responsibilities:**

- Visit residents to assess and diagnose disrepair issues.
- Clearly define all necessary works for contractor delivery, ensuring detailed and accurate specifications.
- Manage and inspect the quality of works during and after completion, maintaining electronic records of all inspections.
- Ensure contractors deliver a high-quality, customer-focused service, adhering to agreed standards and expectations.
- Conduct post-inspections and report writing to track the progress and effectiveness of repairs.
- Adhere to the council's health and safety policies and procedures, ensuring compliance with all regulations.

# Complex Repairs Surveyor

## What We're Looking For:

To thrive in this role, you should possess:

- Technical expertise in property management and repairs.
- A proactive approach to identifying and resolving issues efficiently.
- Strong interpersonal skills to build and maintain relationships with residents and contractors.
- Excellent communication skills, both written and verbal.
- A commitment to delivering high-quality service and improving living conditions.

## Why Join Us?

At our client's organisation, you will be part of a passionate team dedicated to enhancing the quality of life for residents. You will have the opportunity to work on ambitious capital improvement plans, tackle damp and mould issues, and manage complex repairs that truly make an impact.

## Benefits Include:

- Competitive salary and benefits package.
- Opportunities for professional development and training.
- Supportive work environment with a focus on teamwork and collaboration.
- A chance to contribute to meaningful community improvements.

If you are ready to take on a rewarding challenge and be part of a team that values your skills and dedication, we want to hear from you.

- **How to Apply:** Please submit your CV and supporting statement addressing the person specification in the role profile either to [beth.murray@adecco.co.uk](mailto:beth.murray@adecco.co.uk) or by clicking this link: [Complex Repairs Surveyor](#)

Join us in our mission to ensure safe and compliant living spaces for all. Your expertise could help shape the future of building safety in our community.

**Deadline for Applications:** Friday 1st August 2025

We can't wait to meet you and welcome you to our enthusiastic team.