

Job Profile

Job Title	Maintenance & Contract Manager
Reports to (job title)	Depending on the work stream you work within; <ul style="list-style-type: none"> • Lead Maintenance & Contract Manager (Voids and Responsive) • Head of Planned and Cyclical • Head of Safety and Compliance • Head of Design and Performance
Job Reference No.	HOMEJD768

The job in a nutshell...

You'll provide predictable, reliable and consistent outcomes to all Home Group customers, colleagues and stakeholders in the delivery of your work and through effective management of your teams.

You'll also act as a lead with one or more of our key contractors within your area of operation, being accountable for monitoring and driving contractor performance to our agreed standards and resolving issues or disputes arising from our contractual works.

You'll be aligned to one of our four work streams within the Maintenance function;

- Voids and Responsive
- Planned and Cyclical
- Safety and Compliance
- Specialist, e.g. fire, gas, asbestos (Design and Performance)

What success will look like...

Shared goals and successes for all Maintenance & Contract Managers will include;

- Your team will be skilled, competent and confident to deliver a proactive and commercially focussed service to customers, achieving our customer satisfaction levels, service standards, KPIs and most importantly delivering on our Customer Promise.
- You'll build and maintain strong, positive relationships with our contractors throughout their lifecycle with us at Home Group; from the initial procurement steps through to parting ways.

- You'll develop and ensure the delivery of operating plans for your work stream that drive performance and continuous improvement; motivating and supporting your team to achieve these goals
- Customer complaints and contractual disputes or issues are investigated and acted upon quickly, sharing learning and observations from where things went wrong to prevent recurrence and to strive to get things right first time. You'll hold our Contractors to account where performance has fallen short of our expectations
- Everything we do will be for the right reasons at the right times; you'll be able to articulate how your team are performing, what your challenges are, what support you need, and how you're going to achieve it at any given time
- You'll embrace change, seeking and acting upon feedback from your stakeholders; building, maintaining and enhancing relationships across the Maintenance function and the wider business to maximise opportunities for collaboration
- You'll have clear control over budgets within the accountability of your role; keeping an eye on spend regularly and routinely, ensuring your team are working commercially and have a genuine understanding of how they contribute towards delivering value for money

And more specifically;

Voids and Responsive

Across your team you'll ensure the demands are effectively managed and delivered, holding contractors to account daily and ensuring challenges don't escalate into complaints from customers

Planned & Cyclical

Recognise the customer impact in such works and develop engagement and involvement plans to ensure local communities are on board

Safety and Compliance

Work with the Health and Safety team to ensure our ways of working and our approach to assuring the safety and compliance of components is in line with legislation, regulation and sector standard

Specialist

Act as a business partner alongside key stakeholders in NMC, development, regen etc., to ensure we work side-by-side with them to successfully launch new properties and services, learning as things develop to inform standardised processes

You'll already have these **brilliant** skills, qualifications and knowledge...

RICS or CIOB accredited Building Surveying degree or similar qualification, or strong equivalent experience built up through your working profession (that can be evidenced)

Experience of working in a commercial management and construction environment, with knowledge of partnership working and project management, ideally within the housing sector in order to hit the ground running in this role

Confident ability to interpret contractual clauses, data, statistics and insights to identify trends, to drive performance, and to make commercially-sound recommendations for resolution through various channels; reports, presentations, contracts, written submissions, negotiations and action plans

A sound and current understanding and practical application of relevant housing and building legislation, and statutory compliance, keeping an eye on the horizon to anticipate and prepare for any changes or external factors that could change or influence the way we work

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A genuine interest in being an excellent people manager; you'll encourage and recognise brilliant performance and contribution, ensure our teams demonstrate and live our values, guide and support colleagues to enhance and develop their skills and experience, and have the confidence to challenge, address and resolve issues of attendance, ability and behaviours

Keeping projects and programmes of work on track, on time and on budget through collaboration and communication. You'll be organised and driven to succeed with the ability to work at pace and to pick through competing priorities, often on a daily basis

You'll know how to articulate, capture and document data and information for a range of purposes and uses, including business cases to maximise opportunities for growth, change and improvement; reports or presentations to identify issues and their proposed solutions; or to create and review operational plans with the ability to quickly flex and adapt where we need to

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

For managers focussing on compliance works (gas, elec, asbestos and FRA) a relevant qualification or significant experience in these areas would be beneficial

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No ☐ Yes ☒ up to £50m

You'll manage people? No ☐ Yes ☒ up to 11 depending on your work stream

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☒ Frequent ☐

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Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



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