

Job Profile

Job Title	Lead Maintenance and Contract Manager		
Reports to (job title)	Head of Maintenance		
Job Reference No.	HOMEJD762	Date of issue:	July 2025

The job in a nutshell...

Working as part of the Maintenance Management Team, you'll support the Maintenance Function by providing strategic leadership; ensuring the team provide predictable, reliable and consistent outcomes to all colleagues and Home Group customers.

You'll be responsible across our repairs, voids and servicing workstreams in relation to cost, time, quality and customer key performance indicators.

You'll also act as the key relationship manager with our maintenance contractors consistently monitoring and driving performance and the delivery of works that meet our customer promise, resolving any issues or disputes that arise from our contractual works.

What success will look like...

Collaboration with the other Maintenance Managers to ensure development and delivery of short-term operating plans in conjunction with the maintenance strategy for your maintenance function and that provides a focus on customer and employee experience, customer and employee satisfaction and continuous service improvement/efficiency.

Leadership and motivation of a large, dispersed team spread across many locations during a period of significant operational change. A positive culture is created and sustained through working in collaboration with the other Managers and colleagues and role modelling Home Group's values and behaviours, creating an environment and ways of working that enables others to do the same.

Leading the team in identifying and understanding opportunities to realise efficiencies through continuous improvement/service improvement that contribute to the delivery of our operating plan, our strategy and business plan, whilst maintaining and/or improving customer experience.

The successful delivery and management of our maintenance delivery contracts, including resolution of complex disputes, working with our contract management and procurement teams where necessary.

Acting quickly when things go wrong to work in partnership with our Contractors to resolve issues. Similarly holding our Contractors to account where performance has fallen short of our expectations.

Maximise our opportunities for success in the delivery of a Brilliant Maintenance service; keeping close control of our budgets, challenging under-performance, enforcing our values and social responsibility to enhance communities, and using negotiation skills to proactively manage our Contracts.

Champion and delivery of strategic and operational change across your team, as part of a wider function, in an environment which is complex.

Successfully acting as a Business Lead on designated initiatives and programmes seeing them through to successful implementation/completion.

Demonstrating commercial focus/being commercially astute showing skills in financial controls/managing to budgets, demand forecasting, resource planning and ability to deliver to defined business metrics/budgets/targets.

Delivery of predictable, reliable and consistent outcomes that deliver great customer experience, add value and are at the right cost in relation to all dimensions of the role.

You will lead on health and safety management, ensuring compliance with regulatory health, safety and welfare standards and providing ownership and accountability for high-risk activities, by embedding company health and safety policies and procedures within the team and sub-contractor operations.

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

Transferable Skills.	Technical qualifications, experience and knowledge.
<p>Accountable – We have an eye for detail</p> <ul style="list-style-type: none"> • Has the technical qualifications • Has the appropriate skills and experience • Pays attention to the detail 	<ul style="list-style-type: none"> • Educated to degree level (or equivalent experience / qualifications) with a solid background in service and maintenance management or contract management within a commercially driven environment, along with in-depth experience in partnership collaboration and project management. • Membership of a professional body, CIOB, RICS or equivalent
<p>Commercial – We have a creative spark</p> <ul style="list-style-type: none"> • Be curious and ask “why not?” • Be confident to try something new – give it a go • Take time to talk about and develop new ideas, the wisdom of the group can make it even better 	<ul style="list-style-type: none"> • Experience of leading, developing and managing teams using appropriate technology, systems and processes to maximise output and realise efficiencies
<p>Energised – We are organisers and drivers</p>	<ul style="list-style-type: none"> • Knowledge of procurement and contract performance management, including experience of complex dispute resolution, able to interpret data and

<ul style="list-style-type: none"> • Say no when appropriate, don't be de-railed • Use performance information to drive improvements in service to customers • Be authentic 	<p>contracts to drive performance and resolutions</p> <ul style="list-style-type: none"> • Confident leadership of teams across multiple locations, with clear evidence of delivering improvements
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Knowledge of housing sector and housing regulation (preferably in relation to statutory compliance) housing management and general maintenance experience or background would be a strong benefit.

Housing Management/General Maintenance experience/background.

Understanding of Home Group services and knowledge of the sector/marketplace in which Home Group operate.

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 to be the best you can be. This includes understanding and keeping up to date with all 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.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No ☐ Yes ☒ ... up to £20 million

You'll manage people? No ☐ Yes ☒ ... around 4 to 6 direct reports

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

Occasional ☐ Regular ☒ Frequent ☐

This role requires a DBS check No ☒ Yes ☐

Basic ☐ Standard ☐ Enhanced ☐

OFFICIAL

