

Job title: Regional Head of Property Services

Line manager: Director of Repairs

Grade (if applicable):

Direct reports: Regional Property Services Manager(s)



Role purpose:

As the Regional Head of Property Services, you will provide strong operational leadership for the delivery of Peabody's repairs, maintenance and property services. You will also be the face of the Repairs Team for your region, raising the profile of the service with customers and other partners. You will work closely and collaboratively with colleagues and stakeholders across Peabody and externally to drive improvements and offer a first-class service to our customers.

As a member of the repairs Senior Management Team, you will be a key contributor to the development and implementation of our new Repair Strategy and lead the integration and transformation of your services.

Key results:

The wider Repairs Team is responsible for the delivery of all property services across Peabody, including:

- Day-to-day responsive and major repairs;
- Disrepair; damp, mould & condensation; EHO; professional services and escalated cases;
- Empty Homes / Voids;
- Aids & adaptations;
- Planned Preventative Maintenance and proactive property management;
- Service delivery for repairs managed through the DPS Marketplace;
- Planning for the in-house DLO;
- Professional property related services

As the Regional Head of Property Services, you will:

- Act as the 'go-to' person for all property service-related matters in your region, including leading on operational customer engagement, high profile escalations and emergency task force initiatives;
- Be a visible and inspiring leader to both customers and colleagues, acting as the face of your region and promoting the service as trustworthy, collaborative and accountable;
- Lead the strategic development of property services delivery through integration, transformation and beyond;
- Be accountable for the day-to-day leadership of the area and its employees by setting objectives and targets. Reviewing, monitoring and improving the KPI's and activities carried out, ensuring that business objectives are met;
- Lead the operational contract administration and management of the supply chain partners in your region, ensuring KPI's are met, VfM achieved, quality delivered and satisfaction improved;
- Ensure value for money, efficiency and quality of the functions in your area;
- Deliver a consistently high level of customer service for Peabody customers and increased levels of customer satisfaction. Monitor and analyse customer feedback to identify opportunities for improvement to the service;
- Support the development of a 'one team' culture, ensuring teams are accountable, empowered and motivated to do the right thing. You will work alongside the regional Housing Operations team, raising the profile of the Repairs Team and ensuring customer and business needs are being met;
- Develop and maintain relationships with internal and external stakeholders to always support our customers;
- Form part of the property services out of hours rota, as senior escalation for emergency and out of hour operations;

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Key Results will include:

- Driving and delivering consistent improvement in the team, using various techniques such as process mapping and evaluation, cause and effect mapping, problem identification and resolution workshops;
- KPI measures are agreed and delivered, working with stakeholders across the group to ensure results are delivered;
- Utilise analysis and evaluation of the work undertaken by the team, to support the delivery of an effective and efficient function, making improvements to services as appropriate;
- Build strong effective relationships with partnering & in-house contractors, external agencies and other departments to ensure services are delivered and maintained at agreed levels;
- Build networks across departments and directorates to enhance understanding of the drivers of service failure, providing examples and oversight of service failure in a supportive manner;
- Help other business areas to re-align their processes and procedures to minimise service failure, which will support the delivery of efficiencies;
- Investigate and respond to all relevant complaints ensuring that timescales are met and lessons learned to improve services. Working closely with the Customer Relations Team and the Customer Experience Team to ensure that cases and complaints are handled effectively;
- Liaise closely with all parts of the business ensuring you embody the value of working collaboratively;
- Participate in the reviewing and improvement of Policies, Procedures and IT systems to make services more efficient and effective;
- Ensure that staff comply with all group policies, regulatory responsibilities and standards at all times, taking necessary action where there are any breaches or issues

Success metrics:

- Improved customer satisfaction across the service;
- High levels of satisfaction with repairs delivered within your region;
- Value for money in repairs delivered through your region;
- Improved efficiency in the delivery of services;
- Excellent stakeholder management;
- Reduction in complaint and escalated case volumes;
- Adherence to all regulatory and statutory requirements

About you:

You will be:

- An inspirational leader, with excellent communication skills, which generates confidence and respect with a wide variety of audiences;
- Able to develop and motivate your teams to improve the services we offer our customers and stakeholders;
- A problem solver, able to work independently at pace and under pressure, but with a strong approach to teamwork and collaboration;
- A customer service champion with the passion and drive for excellent customer service

You will have:

- Experience of leading and managing multifunctional teams of technical delivery and customer service skillsets;
- Demonstrable experience of property service delivery including how to maximise value for money, performance and quality;

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- Total commitment to delivering excellent customer experience – you will embody and champion our values while fulfilling our service promises every day in the way you deal with customers and colleagues;
- Strong commercial awareness with knowledge of budget management, planning and proven experience of leading on risk management;
- Extensive experience in building pathology, and specific experience of building maintenance;
- Up to date knowledge of Health & Safety and other legislation relevant to the role;
- Be able to work collaboratively with all parts of the business, representing the team and taking a balanced view, prioritising what is best for the business and our customers;
- Effective, networking, negotiation and influencing and stakeholder management skills;
- Strong commitment to the principles of equality, diversity and inclusion