

RECRUITMENT PACK

Head of Repairs

Remuneration circa £75k - £85k

Who are we?

B3Living stands for...

1. **B**etter homes
2. **B**etter communities
3. **B**etter business

We're a local housing association based in Hertfordshire.

We create better futures for those priced out of the housing market by renting or selling affordable homes to more than 12,000 local people and providing supportive services in partnership with our community so our customers can live comfortably and safely in their homes.

We also offer a set of services designed to enable us to do this - from keeping our buildings and estates well maintained, to offering advice (through our partners) if paying the rent becomes too difficult.

Our mission is to make a sustainable, positive change to housing provision for our customers and our communities.

Apply today
by contacting
Keith Butler at New
Street Consulting Group on
07818 554 044 or by emailing
kbutler@nscg.com.

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Dear candidate,

Welcome to B3Living!

This is a great opportunity to join us in this new role here at B3Living and be part of a high performing organisation in a focused geographical area in Hertfordshire.

You and your team will take charge of our repairs service ensuring that it is both high quality and value for money. You'll make sure our service hits the standard we expect and also meets our legal requirements in relation to damp and mould and Awaab's Law.

You'll ensure our customers help shape the service and work with our Head of Asset Management and Compliance ensuring that our overall approach to our homes is seamless. We want long term success rather than short term gain so your attitude and approach will be key.

Ultimately, you'll be accountable for making sure the service our customers get once they report their repair delivers for them; from diagnosis, through to the final repair being undertaken itself. We deliver most of our routine repairs through our in-house maintenance team and working with the manager of this team, you'll need to create the right balance between in-house and external contractors.

You'll bring a performance orientated approach and use data to make improvements to the service, improve productivity and ensure that our processes are as streamlined as they can be. We are looking for someone who has a good all-round knowledge in repairs, who has experience in leading a team in this environment and who now feels ready for their next challenge.

In return, we can promise you a rewarding and stretching role, one of the friendliest places to work and an organisation that will support you in every possible way. Importantly we also have an environment where we will try new approaches and innovate where we can. You will be able to put your ideas into practice!

I really hope this role is of interest to you and if you would like an informal chat about it, please contact Keith Butler at kbutler@nscg.com.

Good luck with your application!

Steve



Steve Woodcock, Chief Executive
steve.woodcock@b3living.org.uk



Our history

B3Living was created as part of a stock transfer from Broxbourne Council in 2006, so we are fast approaching our 20th anniversary. Initially known as Broxbourne Housing Association, we changed our name in 2012, bringing our repairs service in house at the same time and setting up our own DLO.

Things look a lot different than they did in 2006. Although the majority of our homes are still in Broxbourne, we have developed over the years into neighbouring boroughs and are proud to partner with other local authorities to help deliver affordable homes and great customer service to their residents. We now manage over 5,500 homes and are continuing to expand. With this growth and changing regulatory and legal expectations we are expanding our teams to make sure we have the right people focusing on the areas we need them to.

The creation of this role is a part of this, as it currently sat as part of one role which included the duties of both the Head of Compliance and Asset Management and the Head of Repairs. You will be joining as part of a new leadership team in this area alongside our new Executive Director (Operations) and recently appointed Head of Housing.



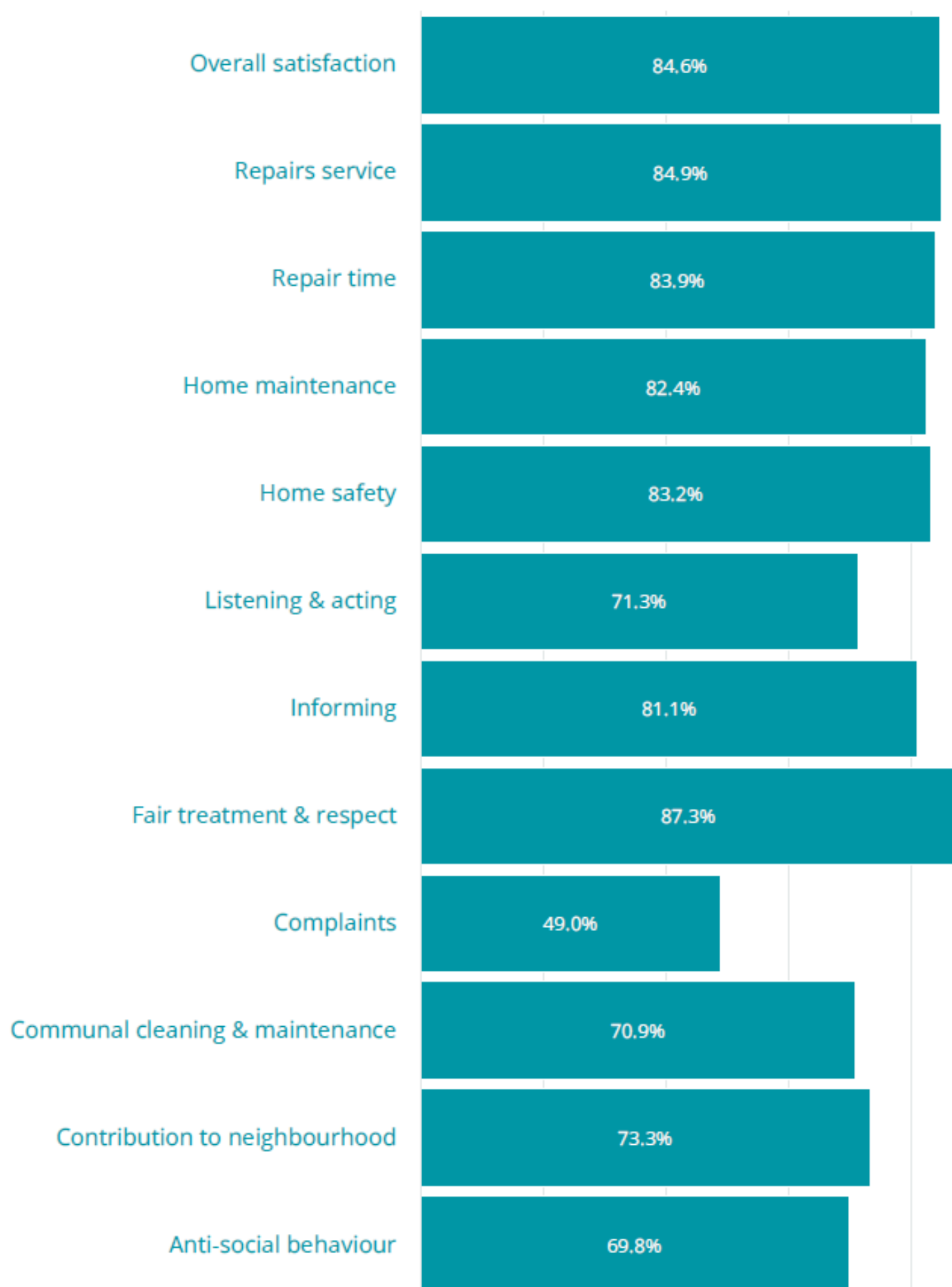
Our performance

Our tenant satisfaction measures for 2023-24 are shown below.

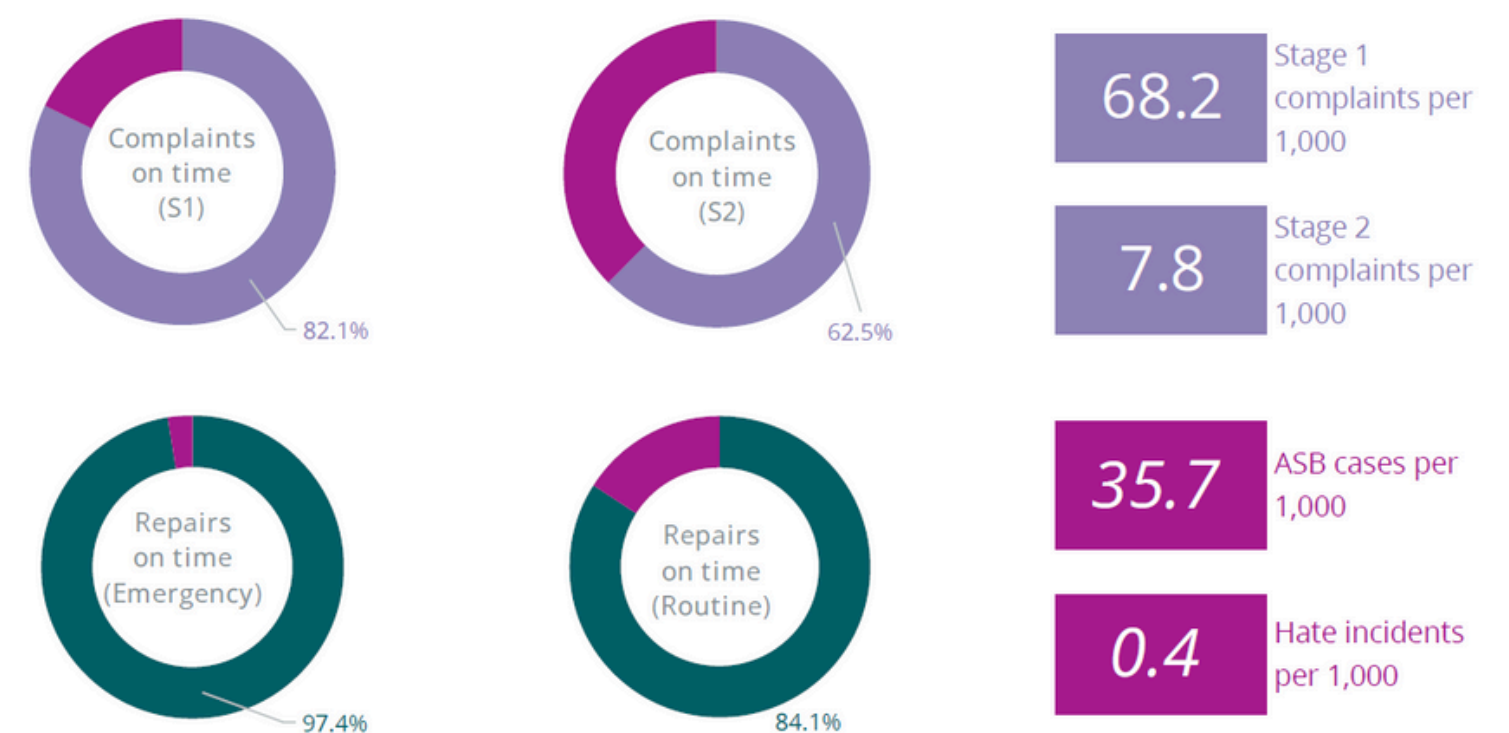
In addition to this, we achieved over **88% satisfaction** with our repairs performance in 2023-24. Where we haven't achieved 100% satisfaction in compliance areas, this is due to delays in receiving the evidence of completed assessments from our partners.



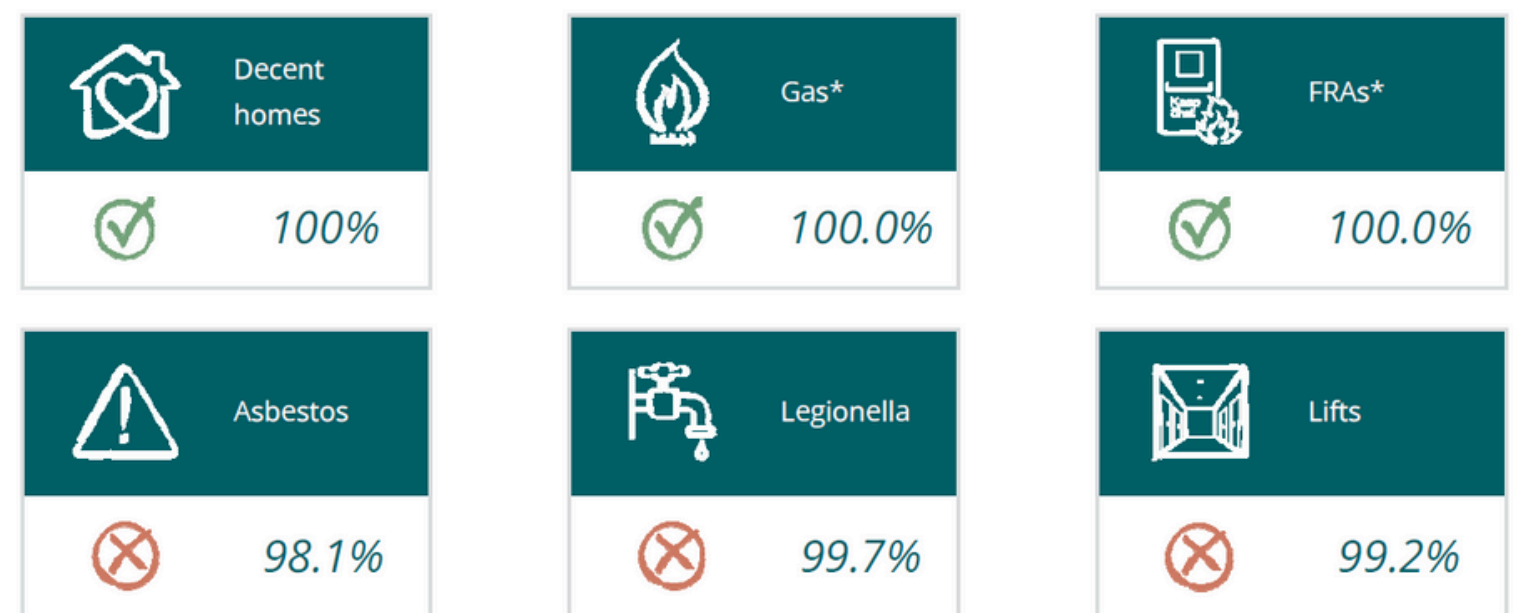
Tenant satisfaction



Customer services



Safety and quality



*Not true 100% - rounded up. TSMs reporting is to 1 dp as per guidance.



Our values

B3Living has five organisational values that we apply to all that we do.

Our one team value is particularly strong and we frequently receive feedback on how helpful and welcoming everyone is.



Personalised and **INCLUSIVE** service



Our Customer Ethos

We care about how we work with customers and the entire organisation has signed up to these principles.

Our Customer Ethos describes how we deliver customer service, be it internal or external.

Head of Repairs

What you'll be doing

Why this job matters

Reporting to the Executive Director of Operations you will be a key part of both our operations management team and our wider organisation Leadership team. You'll provide effective leadership and performance management for your team and will be our key accountable person for our repairs service.

Role title

Head of Repairs

Responsible to

Director of Operations

Department

Directorate

- As a member of both the Operations Management team and the wider Corporate Leadership team contribute to the delivery and success of both the directorate and the organisation, role modeling and delivering our desired culture.
- Be accountable through your team of delivering a high quality and value for money repair service.
- Ensure we meet all our legal and regulatory requirements in respect to our repairs service. In particular disrepair cases and obligations under Awaab's law.
- Lead and inspire our various teams responsible for responsive repairs, disrepair and damp cases, call handling, diagnosis, planning and scheduling, voids and our in-house maintenance team.
- Effectively manage our repairs teams, ensuring effective recruitment, training and development of staff. Monitor and appraise performance and keep resources and structures under review. Make business cases for more / different type of resource if the external environment changes.
- Ensure effective relationships are maintained and improved with customers and play a key role in ensuring they can influence our repairs service and hold us to account for performance. Work in a joined-up approach to the customer with the other Operational Heads of so that the customer experience is enhanced.
- Procure and manage contractors effectively to ensure work not provided by our in-house team is delivered in the most effective manner (with the support of our procurement team).
- Ensure B3Living's equality, diversity and inclusion policy is implemented in respect of both employment and service delivery.



What you'll need

As a member of both our Leadership Team and Operations Management team, you will demonstrate our “One Team” approach and values. In addition, due to the nature of this role, you will be required to hold a valid driving license and have access to a car.

Experience

- RICS qualification or qualified through experience.
- Experience leading a team within a repairs service environment.
- Significant repairs experience ideally within the social housing sector.
- Experience of commissioning and clienting significant programmes of work; including contract management skills and knowledge and understanding of procurement.
- Proven track record of accountability for significant budgets and ensuring the delivery of services within agreed resources.
- Evidence of continuous professional development.

We believe this role will fall into the scope of the forthcoming Competence and Conduct Standard which will require the postholder to hold a foundation degree or CIH level 5 qualification. We will support the successful applicant in getting this if they don't have this qualification, if necessary.

Skills and knowledge

- Excellent knowledge of repairs and how they are generally handled by housing associations.
- Excellent knowledge of regulatory and legal requirements (eg Awaab's law / consumerism etc).
- Knowledge of in-house maintenance teams and improving their effectiveness.
- Ability to use and analyse data to focus improvement activities and resources.
- Ability to look outside the organisation to learn and import new ideas and approaches to asset management and compliance.
- Excellent communication and interpersonal skills, with an approachable style.
- Ability to inspire, support and develop others to optimise their performance.
- Strong negotiator and influencer, able to work intuitively with a wide range of contractors and partners.

Our Ways of Working

We have a set of behaviours, or ways of working, that are important to us at B3Living. They set the bar for what we're looking for from each other to make this a great, inclusive place to work.

Working together

Ours is a collaborative environment, where all opinions matter, people are valued for their difference and everyone is treated with dignity and respect.

Embracing change

Change at work is inevitable. We see it as an opportunity to innovate and make improvements that benefit our customers.

Achieving impact

Getting the best outcomes for our customers means we take ownership for what we do and how we work and know how we all help to create better futures.

Managing and developing myself and others

We grow and improve in our roles and are encouraged to find ways to continuously expand our skills and experience.

Perks and benefits

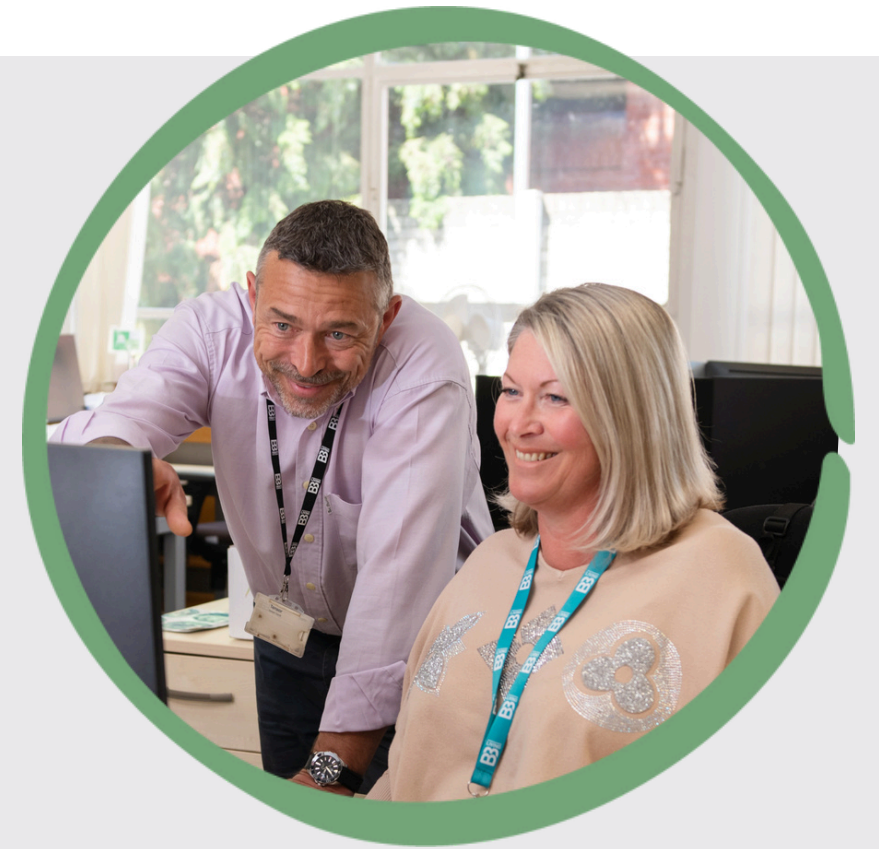
As well as offering a competitive financial package, we appreciate that life's a bigger picture. Time with families, friends, or pets, for example, matters to all of us. Our broad benefits package offers something for everyone, and our colleagues say this means a lot to them. Here is a summary of some of the perks of being in the B3Living team:

Financial

In today's climate, financial security and wellbeing is really important. We offer:

- A generous pension scheme with up to 12% matched employer contributions and the option of salary sacrifice
- All staff bonus scheme
- A cycle to work scheme
- Life assurance (three times salary)
- Wide ranging discount vouchers available – currently provided by Reward Gateway
- Low interest car and bike loans
- Annual values-based financial awards

And we're in the process of introducing an electric lease car salary sacrifice scheme, which supports our sustainability work.



Work-life balance

It can be challenging balancing a busy job with commitments at home. That's why we offer a range of benefits to help you develop an effective work-life balance. These include:

- 29 days annual leave
- Ability to buy and sell leave
- Special leave, eg compassionate and emergency leave
- Flexible and hybrid working (with an expectation you are in the office a minimum of 3 days a week).
- Extra-statutory family leave and pay
- Volunteer leave



Personal and professional development

There are lots of things we do to support and encourage colleagues to fulfil their potential. These include:

- Leadership and management development programmes
- Access to training, workshops and e-learning
- Coaching
- Mentoring opportunities
- Professional membership subscriptions
- Sponsorship for professional qualifications relevant to your job



Health and wellbeing

Nothing is more important to us than your health and wellbeing. We've introduced a range of initiatives aimed at promoting wellbeing and support for when things get tough:

- Subsidised private medical insurance
- A health cash plan
- Generous sick pay
- Fertility leave
- Employee assistance programme
- Occupational health support
- Wellbeing webinars on a range of topics
- Menopause policy
- Paid leave for medical appointments
- Discounted gym membership
- Bereavement and funeral support

