



# Corporate Head of Repairs Recruitment Pack

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# Welcome

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**On behalf of Lincolnshire Housing Partnership, I am delighted to invite you to consider an exceptional opportunity to join our team as the new Corporate Head of Repairs. This is a pivotal moment in our organization's journey as we strive to enhance our customer service and redefine our approach to repairs and maintenance.**

We are seeking an outstanding and visionary leader who possesses a deep understanding of the housing sector, a proven track record in service improvement, and a passion for delivering exceptional customer experiences. In this role, you will have the chance to shape the future of our Repairs and Maintenance service, drive innovation, and build a high-performing team that consistently exceeds customer expectations.

As a key member of the Customer Department, you will play a vital role in fostering a culture of excellence, promoting collaboration and accountability, and ensuring the highest standards of health and safety. Your strategic thinking, financial acumen, and expertise in repairs and maintenance operations will be essential as you lead the delivery of high-quality, customer-centric services.

Above all, we are looking for an individual who shares our commitment to making a positive difference in the lives of our customers. We believe that a well-maintained home is fundamental to well-being, and we are dedicated to providing a responsive, efficient, and compassionate repairs service that enhances the quality of life for all.

If you are an inspiring leader who is passionate about customer service, driven to achieve operational excellence, and excited by the prospect of shaping the future of our Repairs and Maintenance service, we encourage you to apply. Join us, and help us make a lasting impact on the lives of our customers and the communities we serve.

Sincerely,

**Mark Coupland**  
**Executive Director of Customers**



# Who we are



**Lincolnshire Housing Partnership (LHP) is at the forefront of providing secure, efficient, and affordable housing across Lincolnshire. Managing about 12,250 homes with a yearly turnover of £50m, we're one of the largest employers in the region with over 20,000 customers. As a charity focused on social housing, our goal is to support those most in need across the county, especially along the east coast near Boston and Grimsby, where most of our homes are located.**

In 2022, we initiated our "Building Strong Communities Together" Corporate Plan, developed in partnership with our customers, local partners, and colleagues. This plan highlights our dedication to the vision of Great Homes and Strong Communities, ensuring that our actions and strategies are aligned with the needs and aspirations of the areas we serve.

Our commitment revolves around three pivotal values:



**Customer First: Our existence is defined by our customers. They're at the heart of every decision we make, guiding our efforts to provide homes that are not just buildings, but safe, warm, and vibrant places to live. Our aim is to ensure our services and developments meet their needs and support their wellbeing.**



**Together: We believe in the strength of partnerships. Working closely with local partners, national trade bodies, and our communities is essential. These collaborations enhance our ability to innovate, improve our services, and develop community spirit, making a substantial difference in the lives of our customers.**



**Listen, Act, and Learn: Engaging with our customers, listening to their feedback, and incorporating their insights into our operations is crucial. This process of listening, acting on what we hear, and learning from the outcomes helps us to continuously improve and adapt our services to better meet the needs of those we serve.**

LHP's journey is one of constant evolution, aiming to be a digitally capable, data-driven organisation that swiftly adapts to changes and customer needs. Our Environmental, Social, and Governance (ESG) Framework reflects our commitment to sustainability and creating positive impacts in our communities.

As we look forward, our focus remains on delivering high-quality services, ensuring customer influence in our decision-making, and nurturing strong, supportive communities. We're proud of our role in Lincolnshire, not just as a housing provider, but as a partner in building better futures. For more information about our organisation, achievements, and future aspirations, please visit our website at

[www.lincolnshirehp.com](http://www.lincolnshirehp.com)



Customer First



Great Homes



Strong Communities

# About the role



## Role Description

**Job Title:** Corporate Head of Repairs

**Department:** Customer

**Reports to:** Executive Director of Customers

**Direct Reports:** Repairs & Servicing Manager, Empty Homes Manager, Commercial & Contracts Manager, Minor Repairs Project Manager, Major Repairs Project Manager, Repairs System & Data Manager

## Role Purpose

- Lead the delivery of high-quality repairs and maintenance services, ensuring safe and habitable living conditions for all customers and contributing to their overall satisfaction and well-being.
- Drive the implementation of the organisation's two-year Repairs Stabilisation Plan, achieving key milestones and outcomes by managing resources effectively and optimising budgets and contracts to deliver cost-effective, sustainable services.
- Use data insights and customer feedback to innovate service delivery and adopt modern technology to enhance the customer experience.
- Oversee strategic and operational leadership for the Internal Repairs Team, covering planned, reactive, and emergency repairs, empty homes works, and landlord gas and electrical servicing.
- Actively take a wider corporate responsibility as part of the leadership team to be an inclusive member of the corporate leadership team and support activities that benefit the entire organisation.

## Main Responsibilities

### Leadership

- Develop and implement strategies that address changing customer needs and expectations to improve satisfaction and service delivery.
- Use data and customer insights to foster innovation and integrate new technologies that enhance the efficiency and effectiveness of repairs services.
- Ensure compliance with all relevant health and safety regulations, building standards, and legal requirements, including the Regulator of Social Housing Consumer Standards (Home Standard).
- Establish and monitor service standards, ensuring they exceed customer expectations for response times, quality of workmanship, and overall satisfaction.
- Promote and embrace a culture of learning and accountability, to support the organisation aims and objectives.



## Team Development

- Build and lead a high-performing team that values collaboration, innovation, and accountability.
- Provide coaching and development opportunities, ensuring team members have the skills and knowledge to excel in their roles.
- Partner with the Change Team to support digital initiatives, ensuring technology solutions align with evolving business needs.
- Act as a role model for the organisation's values and culture, embedding a style of leadership that encourages support, empowerment, and accountability.

## Repairs and Maintenance

- Oversee daily operations of the repairs service, ensuring repairs are completed promptly, efficiently, and to high-quality standards.
- Set and monitor performance targets, including response times, customer satisfaction rates, and cost-effectiveness.
- Continuously identify areas for improvement in service delivery and implement necessary changes.

## Contract Management

- Manage contracts with external contractors, ensuring they meet service standards and deliver value for money.
- Monitor contractor performance, addressing issues and renegotiating terms where necessary to maintain high service standards.



## Financial Management

- Collaborate with the Finance Team to develop and manage the annual repairs budget, ensuring effective resource allocation and cost control.
- Work with the Commercial and Contracts Manager, Finance, and Procurement Teams to identify cost-saving initiatives, such as bulk material purchasing and streamlined processes.
- Provide regular financial reports, detailing key metrics such as cost per repair, response times, and customer satisfaction.

## Health and Safety

- Ensure all repairs and maintenance services comply with health and safety legislation and organisational policies.
- Promote a culture of safety and compliance within the team and across all operations.



## Key Outcomes

1. **Data-driven decision-making enhances service delivery and efficiency.**
2. **Modern technology solutions improve customer experience, streamline operations, and optimise resource allocation.**
3. **High levels of customer satisfaction achieved through responsive and effective repairs services.**
4. **Efficient budget management and cost control deliver value for money.**
5. **A motivated and engaged repairs team, supported by strong leadership and development opportunities.**

## Key Skills and Attributes

1. **Strong leadership and team management capabilities, with a focus on fostering collaboration and innovation.**
2. **Proven ability to manage budgets and deliver cost-effective services.**
3. **Expertise in repairs and maintenance operations, including compliance with housing regulations and standards.**
4. **Experience in driving service improvements using data insights and customer feedback.**
5. **Excellent communication and reporting skills, with the ability to engage with stakeholders at all levels.**
6. **Commitment to health and safety and a track record of promoting a safe working environment.**



**Salary: £84,847 plus great benefits**



**Location: Lincolnshire (offices in Grimsby and Boston)**



**Interviews: TBC**

## Benefits:

- 24 holiday days a year pro rata (plus bank holidays) which will increase by 1 day per year for the first five years of service
- The ability to earn additional holiday days through full attendance
- A superb employer salary sacrifice pension scheme with up to 12% paid by LHP
- An employee wellbeing package worth up to £1,200 annually through our benefits partner Westfield Health
- Discounted Shopping Vouchers through Westfield Health
- Opportunities to learn new skills and knowledge through our fantastic corporate training programme
- Mental Health First Aiders across the business, let's be there for each other!



As part of the LHP Way, our **everyday behaviours** are shaped by our **values** and guide everything we do, sitting at the centre of our training, communications and ways of working together.



## Purposeful

**We treat** everyone as individuals, taking the time to understand different needs, and communicating clearly to ensure everyone feels included.

**We demonstrate an awareness of our social purpose**, believing that everybody matters, and treating everyone with care and respect.

**We act with purpose to make a positive impact by being inclusive, considerate, kind and optimistic.**

**We are self-aware**, understanding and appreciating the impact that our language, emotions and actions can have on others.

**We keep an eye out for each other**, opening doors and creating opportunities to grow because we know that when one shines, we all shine.



## Empowering

**We are transparent**, open and clear with our own thoughts and ideas.

**We invite challenge** and engage in constructive, two-way communication whilst demonstrating emotional awareness and intelligence.

**We create genuine partnerships** and establish

**We collaborate as one team that is strong, brave, supportive, honest and emotionally aware.**

effective joint working projects built on trust as we support, encourage and coach each other.

**We empower one another**, actively listening, and taking on board others' input and opinions to allow free speech and to create a safe and trusted environment.



## Collaborative

**We treat customers as individuals** and we recognise that their needs are our primary concern by seeking out their opinions and acting on them to make a positive difference.

**We trust one another**, assuming positive intent and demonstrating integrity; we are here to do

**We put our customers first by remaining curious, adaptable, flexible, motivated and engaging.**

the right thing and make the best decisions for customers.

**We keep things simple**, communicating clearly and consistently, leaving no room for uncertainty.

**We push boundaries**, always asking ourselves 'how can I do this better?'



## Learning

**We are lifelong learners**, recognising that every day is a learning day, and every conversation is an opportunity to gain new knowledge.

**We are inquisitive**, actively seeking the evidence we need to generate broader, deeper perspectives.

**We commit to learning by being accountable, humble, curious, resilient and future-focussed.**

**We stop and reflect at every opportunity**, evaluating situations to improve future outcomes, looking backwards so that we can move forwards.

**We aim high**, cutting ourselves some slack when we make mistakes and learning from those moments, praising each other for innovation.

**LHP** Lincolnshire  
Housing  
Partnership