



June 2022

Corporate Head of Repairs

Candidate Information Brief

Your application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application. In order to apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form (completion of the equalities section is not mandatory, but is requested for monitoring purposes in line with our commitment to equality and diversity); and;
- Indicate on the declaration form if you cannot attend any of the interview dates.

Please note that applications can only be considered if all the documentation is complete. Please submit your application documents using the online portal accessible at www.lincolnshirehp.com/jobs. *(Please note: you will need to create a login to access this service.)*

Applications must be received by Monday 18 July 2022 at 9:00am.

Please ensure we receive your application in good time. If you do not receive confirmation of receipt within 24 hours of sending, please call our Recruitment Team on **0345 604 1472**.

Please do call me if you wish to have an informal discussion about the role and organisation, or if you have any other questions to help you decide whether to apply.

Kind regards

Gary Frobisher

Gary Frobisher
Talent Manager
01472 572 031

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Welcome Message

Thank you for your interest in becoming Corporate Head of Repairs at Lincolnshire Housing Partnership (LHP).

This is an exciting opportunity for you to help us to achieve our key priorities of providing great homes and sustainable communities that meet the needs of our customers. We want to be known for the quality of our homes and our commitment to the very best in customer service delivery.

The foundations that we have laid over the past three years mean we can build towards an even brighter future. Our upgrade to a G1 governance status from the Regulator of Social Housing in 2021 helps demonstrate just how far we have come, and we strive to do much more.

We have created a much more resilient business that has the capacity to invest more in existing and new homes, and work together to create a larger, stronger, and more robust social housing provider for Lincolnshire.

We have a strong Board and effective Committee structure that help support us in meeting our Corporate Objectives that were recently launched in our 2022-2027 Corporate Strategy.

This means that the successful candidate will be able to influence and steer our journey to achieve excellence in providing Great Homes and Strong Communities. As Corporate Head of Repairs, you will bring with you a wealth of Property Repairs & Servicing Management expertise. We're looking for someone who has experience in strategic management, including planning and delivering compliance works.

Previous experience of working with contractors or an in-house service to deliver void and responsive repairs is essential. We want someone who knows how to put the Customer First, and has a thorough understanding of the affordable housing sector and the frameworks we work within..



Alex Dixon
Executive Director of
Property

You will work closely with our Executive Leadership Team, Corporate Leadership Team, the Committees and the Board to ensure that our repairs service is responsive and efficient and is valued by our customers.

This is an influential role and you will need to engage effectively right across the business.

Overall we appoint on attitude and enthusiasm. We are committed to ensuring that equality, diversity and inclusion is embedded across all our working practices.

We are currently working with the National Centre of Diversity on our journey to become accredited as Investors In Diversity. We actively promote FREDIE (Fairness, Respect, Equality, Diversity, Inclusion and Engagement), and are committed to continuous improvement and combatting discrimination.

We recognise our customers and colleagues come from diverse backgrounds, with varying experiences and needs and believe that to be successful, we need to work with a talented and diverse range of people. Therefore, we welcome applications from people of all backgrounds, including underrepresented group, and with a broad range of experience.

Different experiences and perspectives are important. Being a member of our Corporate Leadership Team gives you the opportunity to share your unique skills and experience, while learning from others too.

This is a fantastic time to be joining LHP. We look forward to receiving your application.

Alex Dixon

Alex Dixon
Executive Director of Property

About LHP

LHP exists to provide great homes, in strong communities across Lincolnshire. We manage over 12,000 homes and have a £54m annual turnover. As one of the largest employers in the region, we currently house more than 20,000 people. We are a registered charitable community benefit provider of social housing, and our purpose is to provide affordable homes for people in the greatest need in Lincolnshire.

Our homes are located across the east of Lincolnshire, with over 75% near Boston and Grimsby.

We recently launched our 2022-2027 Corporate Strategy. This was developed in collaboration with customers, partners, and employees. We put our values of working together, putting the customer first, listening, acting, and learning at the heart of everything we do. Our vision is to provide Great Homes in Strong Communities.

By great homes we mean great places to live which are safe, secure, well-built, well maintained, efficient to heat and run and which have sufficient space. But we know that to make a house into a great home they need to be in places where people want and can afford to live. So, we reinvest our income into ensuring homes are safe, undertaking repairs

and planned renewals and new affordable homes, but also into projects that improve health, build community spirit, reduce crime and which give people opportunities to realise their ambitions.

We understand that a strong community is one where people come together and support each other, and to achieve that we know we must collaborate with partners and listen to our customers.

Over the next few years, our aim is to achieve a consistent, high-quality service and to ensure customers an actively influence our decisions. We will do this by:

→ By creating structured opportunities to **Listen, Act and Learn** from our customers, colleagues, and stakeholders,



co-creating services so that everyone who uses our services has a meaningful say in how we deliver them

→ Working **Together** as we can achieve more by working together with our key stakeholders and by working together as one team

→ Our commitment to being a **Customer First** company means that our customers are at the forefront of our decision-making.

As a charitable community-based organisation, we channel profit back into services and projects that benefit our customers and local neighbourhoods and through strong governance and a keen eye on value for money, we ensure we are a sustainable business that is in a position to grow for the benefit of our communities.

In early-2020 we launched our internal Culture Change Programme, The LHP Way. The aim of this was to deliver an even better service

through greater investment in our colleagues. This means providing engagement and development opportunities for our teams, as well as embracing the benefits that new technology can bring.

We have made great strides with our Digital Transformation Journey, and in 2021 we launched a new customer portal and app – MyLHP – and a new corporate website, but we know we have more to do.

Our focus is also on what LHP can do to contribute to a more sustainable future and our Environmental,

The **LHP** *way!*

Social and Governance (ESG) Strategy aims to create positive environmental and social impacts, with outcomes that benefit our customers, communities, colleagues and other stakeholders.

And it goes without saying we're proud to be a values-based organisation.

Further information about the organisation, our achievement and future aspirations can be found on our website at www.lincolnshirehp.com.

These are our values:



Customer First

We put customers at the heart of our decision-

making process and develop services that are built around their needs. This emphasis is felt by customers in every interaction with us, driving up our customer satisfaction and ensuring we invest our money where it has the greatest impact.



Listen, Act and Learn

We create a structured opportunity for

stakeholders, colleagues and customers to provide feedback. We value this time and insight and use it to act and learn from it. Before investing in new and existing projects, we seek the views of those set to benefit.



Together

We proactively seek out new partnerships

and work to build on the many successful joint working projects already underway. We achieve more by working together with our key stakeholders and by working together as one team.



Role Profile

ROLE PROFILE: Corporate Head of Repairs	
Reports to: Executive Director Property	Responsible for: The Repairs Service including the In House Repairs Service, planned, reactive and emergency repairs, void works and compliance works.
Role purpose:	
<p>→ An active member of the Corporate and LHP Leadership Teams, shaping and delivering LHP's vision and values.</p> <p>→ Effective visible leadership to support a high-performance culture and a climate which inspires service excellence.</p> <p>→ Promote the organisation, create strong external relationships that enhance LHP's profile and reputation to support growth, impact, and sustainability.</p> <p>→ Ensure compliance with regulatory and other legislative standards across core functional areas of responsibility.</p> <p>→ Advise Executive Director of Property on all matters related to the delivery of the leadership of the Repairs Service and the management of the In House Repairs Service, planned, reactive and emergency repairs, void works and compliance works.</p>	
Key relationships:	
External: Local Authorities, other Housing Associations, contractors, consultants, partners, auditors, banks and other funders, The Regulator of Social Housing, Homes England, The Housing Ombudsman, exponents of industry best practice.	Internal: The LHP Leadership Team; directorate and wider staff group; LHP customers and their representatives.

Key responsibilities:

Corporate leadership:

1. As a member of the Corporate Leadership Team (CLT), provide collective leadership, assisting the Executive Leadership Team (ELT) in moving forward the future direction and success of LHP by contributing to the corporate plan, delivering agreed objectives, and associated strategies, projects, and plans.
2. Actively contribute to corporate decision-making, with collective responsibility to support and challenge CLT colleagues.
3. Drive a 'customer first' focus and positive cultural change, as part of LHP's corporate culture.
4. Draw upon innovation, business intelligence, research, and best practice, in developing options and opportunities.
5. Act as a role model for LHP's values and culture, embedding a style of leadership that encourages support, empowerment, and accountability.
6. Act as an ambassador for LHP to support our positioning as a pre-eminent provider, with a vibrant brand, and to ensure we are effective in influencing regional and industry thinking.

Leading people:

7. Adopt a coaching style of leadership to support a high-performance culture and so that staff are enthused about their contributions and can see their impact and value.
8. Enable staff to work within a framework that encourages high-quality business focused service delivery that improves business effectiveness, efficiency, solutions, and sustainability.
9. Promote and embrace a culture of learning and accountability, to support the Executive Leadership Team in ensuring that all statutory and regulatory compliance requirements are understood and fulfilled.

Leading the Service Area(s)

10. Working with and advising the Executive Director of Property and other property senior managers, to ensure a cohesive and collective approach to the directorate.
11. Provide strategic direction and management to deliver high quality, customer first, high-quality Repairs Service that meets the needs and expectation of our customers in line with current and future business and operational plans and performance targets.
12. Review and propose improvement plans to enable new ways of working to improve the customer focus and efficiency of the Repairs Service that leverage LHP's investment in technology.
13. Formulating, developing, consulting upon and delivering the Strategies, Policies, Procedures, plans and team structures to enable the delivery of the Corporate Plan in line with current, emergent and anticipated needs, best practice, statutory and regulatory requirements. Including all aspects of the leadership of the Repairs Service and the management of the In-House Repair Service, planned, reactive, and emergency repairs, void works, compliance works, and all other works delivered by the In House Repairs service or its subcontractors or suppliers.
14. Ensure effective and compliant procurement, operational and financial management of all contractors, subcontractors, partners, consultants, agency or temporary resources, suppliers or any other external body required to enable the delivery of the Repairs Service in line with statutory, regulatory and LHP Policy requirements.
15. Ensure effective and compliant recruitment, on boarding, induction, management, supervision, development, and performance of all colleagues in the In-House Repairs Service in line with statutory, regulatory and LHP Policy requirements
16. Ensure all relevant Policies and Procedures are in place, are adhered to and can be audited to deliver the Corporate Plan, ensuring they reflect regulatory and statutory obligations, LHP's values and the efficient and effective delivery of the Repairs Service.
17. Ensure operational, strategic, and budgetary targets are achieved including meeting all relevant KPIs.
18. Ensure the Health, Safety and Welfare of all customers, their families and visitors, colleagues, contractors, consultants, partners and members of the public through effective management of the Repairs Service, in line with statutory, regulatory and LHP Policy Health and Safety requirements.

Other responsibilities:

19. Ensure that considerations of equality, diversity, and inclusion, inform all that you do.
20. Provide high quality reports as requested by the Executive Leadership Team, Committees or Board.
21. Ensure financial targets and regulatory requirements are met.
22. Deliver prompt corrective action as required where targets, standards and expectations are (or are at risk of) not being met.
23. Maintain a value for money ethos so that LHP achieves optimal benefit from resources, procurement, and assets, to maximise efficiency and effectiveness.
24. Create a safe and healthy working environment, in compliance with corporate health and safety policy.
25. Ensure compliance with all other key organisational policies including (but not limited to) Finance, HR, data protection etc.
26. Take proactive responsibility for own personal and professional development.
27. Be a role model, demonstrate highest personal standards of integrity and conduct at all times.

No role profile can cover every eventuality. The postholder is expected to work flexibly taking on other duties as required, as LHP continues to grow and develop.

Person Specification

PERSON SPECIFICATION: Corporate Head of Repairs

Experience and qualifications:

- Relevant professional qualification or professionally qualified in a technical or closely related discipline.
- Substantial experience of delivering a complex range of services and identifying actions to deliver improvement.
- Proven track record of successfully managing an In-House Repairs Service or contractor organisation at a senior level including improving the customer experience, managing a significant budget and trading account, improving productivity of engineers and effective operational management of contractors, sub-contractors and suppliers.
- Substantial experience of managing the provision of high quality multi-disciplined Repairs Services in a customer-focused environment. Including the delivery of responsive, void and compliance works.
- Experience of establishing and leading a large team of colleagues to successfully deliver organisational objectives.
- Possessing sound up to date knowledge of policy issues relating to housing and Repairs, including health & safety, compliance, efficiency and customer requirements.
- Experience of collaborating with, managing and negotiating with contractors, sub-contractors and material suppliers, and working as part of an effective management team.
- Financial management experience and a track record of delivering efficiencies whilst maintaining high quality customer service.
- Track record of developing and sustaining effective external partnerships that add value and promote best practice.

Skills:

- Leadership skills and the ability to coach, motivate and engage others.
- Ability to engage effectively with all levels including staff, customers and external stakeholders.
- High level of skills in strategic and analytical thinking.
- Results focussed, able to manage programmes of activity in order to deliver on time and to budget.
- Ability to understand and write specifications, client project briefing, presenting data and information in clear and accessible ways to enable effective decision making.
- Ability to interpret and analyse financial information and complex data.
- Ability to identify and manage risks and make sound judgements, whilst not being risk averse.
- Effective influencing and negotiating skills.
- High level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences.
- Sound financial management capability, experienced in both capital and revenue budgeting.
- Ability to seek out new and innovative ways of working to improve services to all stakeholders and achieve measurable results and continuous improvement.

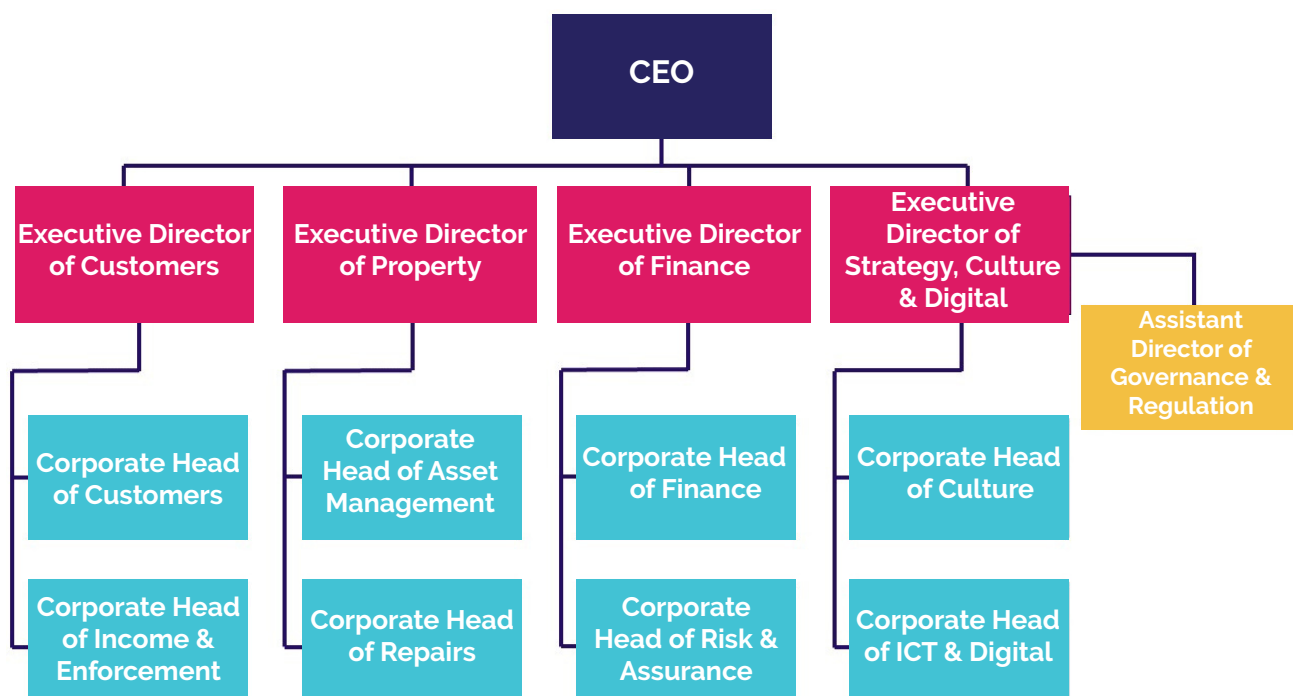
Attributes:

- Acts with integrity and able to build high levels of trust.
- Committed to diversity and inclusion.
- Champions innovation and encourages ideas.
- Resilient and able to work under pressure.
- Collaborative and inclusive.
- Transparent and open.
- Actively role models and champions corporate vision, values and objectives.
- Takes personal responsibility for delivering an excellent service to meet the needs of all stakeholders.

Key terms and conditions

The role	
Corporate Head of Repairs	
Salary	
£75,810	
Pension	
Defined Contribution Scheme with a range of contribution options and Death in Service Life Insurance of three times the annual salary.	
Annual leave	
28 days (three days to be taken at Christmas), plus Bank Holidays, plus Attendance Days	
Other Benefits	
Cash Plan Health Scheme	Access to retail discounts and other perks through Westfield Health
Agile working	
Employee Assist Programme	Access to comprehensive Corporate Training Programme, supporting employee learning and professional development
Active Events Team	Employee awards programme

Senior Leadership Structure



Key dates and the selection process

Closing date
Monday 18 July 2022 at 9:00am.
First interviews
These will be held across the following dates: Monday 25 July, Thursday 28 July, and Friday 29 July. These will be conducted via Microsoft Teams. Shortlisted applicants will be informed of their interview date and time via email by our Recruitment Team.
Psychometric proofing questionnaire
This will be sent to applicants who successfully progress to the second round of interviews by our Recruitment Team. The test must be completed prior to the second interview.
Second interview
Monday 10 August 2022. These will be conducted in-person at our Boston office with members of our Executive Leadership Team.

If you are likely to be unavailable for any of the relevant interview dates specified above, please contact **Gary Frobisher, Talent Manager** on **01472 572 031** or email: gary.frobisher@lincolnshirehp.com.

From everyone at LHP

Good Luck!

So what are
you waiting for?

Apply today!

Lincolnshire Housing Partnership Limited registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748. Data Protection registration number: ZA345449
Registered Office: Westgate Park, Charlton Street, Grimsby, North East Lincolnshire, DN31 1SQ