



HILLINGDON

LONDON

Job Profile

March 2026

JOB TITLE:	Operations Manager - Repairs and Caretaking
GRADE:	POE
POST NO:	30905
JOB TIER:	3
DBS CHECK:	None
DIRECTORATE:	Residents Services
DEPARTMENT:	Repairs, Engineering & Planned Works Service
Reports to:	Assistant Director – Repairs, Voids and Caretaking
Direct Reports:	5
Indirect Reports:	54

ROLE PURPOSE:

Provide strategic leadership and effective day-to-day management of the Responsive Repairs and Caretaking services across all domestic housing properties and communal areas within the Council's asset portfolio. Ensure operational delivery meets contractual requirements, Council standards, regulatory compliance, and agreed specifications, through strong performance management of operatives and contractors.

Lead and develop a commercially focused team that maximises the return on significant Council assets. Work collaboratively with internal partners to drive value for money, improve operational efficiencies, and deliver measurable savings for the department.

Champion innovative ways of working and play a key role in driving organisational change within the Residents Services directorate and the wider Council. Actively promote a culture of continuous improvement, service modernisation, and operational excellence.

A. Job Description

1. People Management

- Manage a number of teams, support contractors and main contractors in the delivery of a responsive repairs and Caretaking service, including management responsibility ensuring induction and training of peers and new employees.
- Responsible for the recruitment, development and performance of the Repairs and Caretaking Service in line with the Council's HR policies.
- Provide effective leadership, direction and management for all team members, ensuring both individual and team accountabilities to deliver the outcomes required by the service are fully understood and delivered.
- Support and encourage a culture that ensures a reputation for innovation, creativity and development.
- Ensure compliance with key policy and procedure in areas such as health & safety, equalities and diversity and other statutory requirements.
- Ensure a performance management culture is developed and maintained across the service.
- Ensure that all staff and maintenance contractors operate within a performance-based culture, delivering works in accordance with all necessary statutory compliance requirements.

2. Resident & Community Contribution

- Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Promote the development of a customer centred culture within the service.
- Represent the department by attending working groups and other meetings as directed.
- Develop and maintain good working relationships with residents and other stakeholders on site
- Ensure team members, external agents and contractors that undertake work for internal or external customers adhere to the Council's customer care standards.

3. Operational Service Delivery

- Manage the repairs and Caretaking service ensuring compliance with all performance targets.
- Manage all budget allocations associated with the repairs and Caretaking service, managing contractors to ensure finances remain within allocations.
- Ensure full compliance with the Regulator of Social Housing (RSH) consumer standards, including the Home Standard, ensuring that estate-based services—such as caretaking, cleaning, grounds maintenance, and estate safety—are delivered to a consistently high standard. This includes maintaining safe, clean, and well-managed communal areas, addressing hazards promptly, and ensuring that buildings and estates meet all relevant health, safety, and environmental requirements.
- Fulfil all statutory obligations relating to building safety, housing health and safety (including the Housing Health and Safety Rating System), damp and mould, and estate-wide hazard management, ensuring that all operational activity aligns with current legislation, approved codes of practice, and regulatory expectations.
- Ensure the responsive repairs service complies with the RSH Home Standard by delivering timely, high-quality repairs that maintain homes in a good state of repair, are completed within required timescales, and meet all legal and contractual standards. This includes ensuring effective diagnosis, contractor/operative performance management, and a strong focus on resident safety, property condition, and preventing disrepair.
- Maintain robust audit trails, performance data, and evidence to demonstrate regulatory compliance, service quality, value for money, and continuous improvement to the RSH, internal governance boards, and external auditors.
- Manage and ensure compliance with health & safety statutory requirements associated with direct labour and contractors.
- Undertake technical and safety inspections to ensure compliance with the contract specification and drawings, current legislation and the Council's standards and policies.
- Ensure that all 'Safe' working practices are monitored and recorded for all works associated with direct labour and contractors.
- Instruct and advise contractors on site on matters related to quality control and the interpretation of contract documents.
- Prepare information on specific projects with regards to The Construction (Design & Management) (CDM) Regulations 2007.

- Ensure site meetings are attended and accurate records are maintained in order to enable the preparation of progress reports on site activities and all other related issues to the Assistant Director/stakeholders.
- Ensure that all legislative and Council health and safety procedures are followed during the delivery of works.
- Ensure Health and Safety management of monitoring on site, reporting any issues or concerns to the Head of Service and take lead on appropriate resolutions.
- Ensure that upon the identification of product or performance defects, that the team are directed on actions required to remedy the issue through an approved course of action.
- Ensure that schedules of outstanding work and schedules for any defects are prepared by the team and ensure resolution.
- Proactively identify and manage risks that may impact on the successful outcome of planned capital work programmes.
- Ensure that all statutory and compliance obligations are formally documented and implemented through the Council's risk management systems.
- Ensure that cross functional links are maintained throughout the Repairs, Engineering & Planned Works Teams providing advice as required in considering all relevant legislation and regulations including CDM and Health and Safety aspects.

4. Service Planning & Development

- Ensure that an Annual Team Plan aligns to the Directorate's Service Plan(s), and is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLAs) contractual performance is in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if (SLAs') performance outcomes are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Maintain knowledge of the current Team Plan and understanding of own, and the Repairs & Caretaking Teams' contribution in order to ensure delivery of this plan.
- Ensure that regular updates and reviews of the contracts register for repairs and voids works is carried out and support the regular testing of business continuity plans to mitigate risk in the event of supplier or contract failure.

- Contribute to the introduction of energy saving initiatives and promote works to achieve increased efficiency and reduced costs.
- Ensure that the maintenance and update of operational and building maintenance manuals with all relevant information.

5. Financial & Resource Management

- Responsibility for the effective management of the allocated department / team budget, regularly reviewing budgets to ensure accurate cash flow forecasting and business planning in order to deliver value for money to the Council.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Lead on the delivery of schemes in line with the programmes' financial targets, standards of quality and probity.
- To manage contracts, payments, orders and change control as required to ensure financial probity.

6. Continuous Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.
- Manage the implementation of improvement initiatives and change programmes.
- Develop a strong performance culture and commitment to delivering quality services to key stakeholders.
- Lead on the identification and implementation of improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Manage and take personal accountability for and visibly support professional practice, service procedures and policies along with performance improvement initiatives.

7. Contacts

- **Internal:** All staff and managers within Asset Management, plus staff and managers in other service areas and Members of the Council.

- **External:** The list includes but is not limited to: Members of the public, other bodies representing local residents, Consultants, Contractors, Statutory Bodies and Government Agencies, other Local Authorities, operational contractor, developers and supplier representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.
- Lead and take part in regular supervisory meetings and the annual appraisal process agreeing objectives and targets for future performance with line manager.
- Undertake any appropriate training or personal development as required by the Council in meeting the needs of the role.

9. KEY PERFORMANCE INDICATORS

- First time fix.
- Delivery of Caretaking Cleaning targets.
- Breaches of contract specification (product and quality of work).
- Delivery of agreed Team Plans and PADA Targets
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Staff performance & productivity metrics.

B. Person Specification

Operations Manager – Repairs and Caretaking

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
A relevant technical qualification in construction or building services (e.g. HNC/HND in building studies or equivalent).	✓	
Evidence of continued professional development.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service including occasional evening meetings and weekends	✓	
Hold a current UK Drivers Licence or equivalent and have vehicle available for use at all times.	✓	
Able to fully access buildings/building sites/ rough ground in order to carry out aspects of the role, e.g. working from heights on scaffold or ladders.	✓	
Demonstrates knowledge of the Regulator of Social Housing (RSH) Home Standard and its requirements for safe, clean, and well-maintained estates.	✓	
Understands statutory duties for building safety, damp and mould, and HHSRS hazards, and ensures timely identification and remediation.	✓	
Ensures responsive repairs are delivered in line with legal, regulatory, and contractual timescales, maintaining homes in a good state of repair.	✓	
Maintains accurate records and evidence to demonstrate regulatory compliance, performance, and continuous improvement.	✓	
Ensures caretaking and estate services meet required estate management standards and support resident safety and wellbeing.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Significant experience of managing property services or construction industries and management of DLO services	✓	
Significant experience of identifying, engaging with and managing a diverse range of influential contacts within stakeholder and community groups and partner organisations.	✓	
Experience of challenging silo attitudes to encourage effective relationship building inside and external to an organisation.	✓	
Evidence of involvement in change management and delivery of service and professional practice improvements.	✓	
Experience of building collaborative relationships that engender a sense of teamwork.	✓	
Experience of developing and managing a strong customer service culture.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge and understanding of regulatory, statutory and legislative requirements in relation to property maintenance.	✓	
Excellent building maintenance technical knowledge.	✓	

Knowledge of Health & Safety legislation including the CDM regulations.	✓	
Knowledge of planning and building regulation requirements.	✓	
Understands the complexities of political dynamics and use this to manage relationships and resolve conflict effectively.	✓	
Understanding of contractual frameworks, legislative and statutory requirements relating to property and procurement.	✓	
Excellent verbal, written communication, presentation and interpersonal skills, able to analyse information on which to base reports.	✓	
Strong influencing expertise, able to work intuitively and liaise effectively with a wide range of stakeholders.	✓	
Highly numerate and IT literate, able to work effectively with the Microsoft Office suite of applications and a range of development appraisal systems.	✓	
Ability to assess risk and promote risk awareness without being risk averse.	✓	
Knowledge of the Councils standing orders and reports.		✓
5. COMPETENCIES	ESSENTIAL	DESIRABLE
Passion to make a difference: Strives to improve outcomes for customers, identifying efficiencies and smarter ways of working, and encouraging creative input from others- so that solutions developed are practical, fit for purpose and implemented appropriately.	✓	
“Can do” positive attitude: Identifies opportunities for organisational change, taking into account the wider impacts of change; ensuring the needs of stakeholders and customers are considered and acts as a positive role model for new initiatives.	✓	
Leads and inspires others: Values the contribution of others and fosters a culture of respect, encourages constructive, open feedback and innovative thinking.	✓	
Credibility: Gives clear and consistent direction on business strategies and objectives, involving others whilst retaining corporate accountability.	✓	
Drives improvement: Examines and considers risk, balancing risks against improvements, and ensures improvement plans are appropriately resourced and supported.	✓	
Strategic thinker: Understand and examine the wider public sector business environment, contributing to new business strategies and identifying and managing risk.	✓	
Decision maker: Willing to make difficult decisions and remain accountable for those decisions and takes personal responsibility for communicating these.	✓	
Team Player & Networker: Facilitates effective team, customer and stakeholder relationships to achieve organisational objectives. Works and liaises with other senior management teams across departments and wider public sector.	✓	
Management: Ensures effective business delivery through influencing and motivating others, providing direction, promoting a culture of high performance and an environment of dignity and respect.	✓	

Communication: Uses tact and persuasion to influence others, confidently, clearly and consistently delivering key messages to teams and external stakeholders.	✓	
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