Head of Building Repairs - Job Pack

Dear Candidate,

I am delighted that you are considering applying for the role of Head of Building Repairs. The role sits within Building Services in the Housing, Neighbourhoods and Building Services Directorate and provides an exciting opportunity to lead and shape our repairs and voids services. Building Services is responsible for the repair, maintenance and statutory compliance of a diverse property portfolio, including more than 15,500 council homes, around 1,800 leasehold properties and nearly 900 corporate assets across Portsmouth and the surrounding area.

This is an important time to join Portsmouth Homes. Following our Regulatory Judgement in January 2025, alongside the introduction of new regulatory and legislative requirements including Awaab's Law, we have undergone significant change to strengthen our services and ensure residents receive safe, high-quality and responsive services. Our wider Portsmouth Homes - Buildings Project 2030 brings together a range of workstreams designed to strengthen regulatory compliance, deliver major investment and prepare our services for future requirements.

As Head of Building Repairs, you will have strategic responsibility for responsive repairs, maintenance and void property refurbishment, including the delivery of approximately 900 void refurbishments each year. You will also lead our response to Awaab's Law and repairs associated with Category 1 and Category 2 HHSRS hazards, ensuring services are safe, efficient and delivered within required timescales.

A key part of the role will be driving continuous improvement and ensuring that resident experience is at the heart of the service. You will use performance information, resident insight and learning from complaints to improve outcomes, strengthen accountability and ensure that our services and contractors consistently deliver the standards residents should expect.

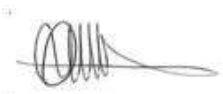
The role also carries significant commercial and financial responsibility. You will oversee repairs and maintenance budgets of approximately £50 million per annum and lead mobilisation and performance management of major maintenance contracts. We are therefore looking for someone who can combine strong technical and operational knowledge with effective commercial leadership, using collaborative contract management and robust performance information to deliver quality and value for money.

You will report to the Assistant Director of Buildings and be a key member of the senior management team, working collaboratively with other Heads of Service and colleagues across the wider Directorate. You will build strong relationships with residents, elected Members, contractors, regulators and other stakeholders, representing Portsmouth Homes at both internal and external forums.

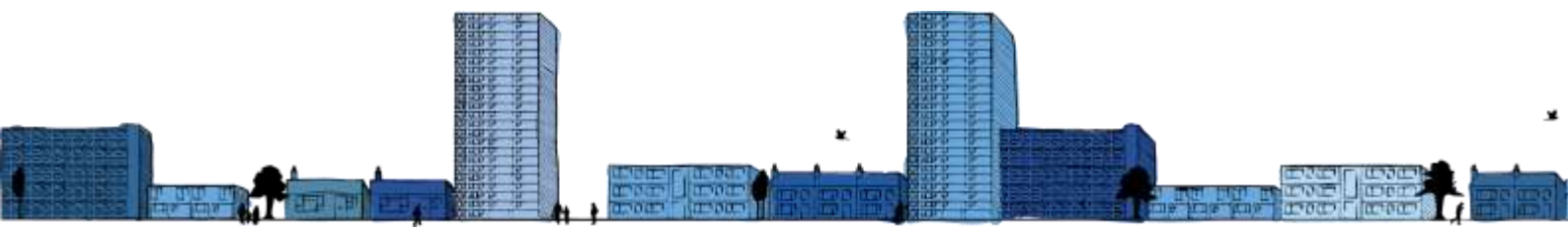
This is a demanding but rewarding opportunity to lead a high-profile frontline service at a time of considerable change. We are looking for an experienced and forward-thinking leader who can develop our people, manage change effectively and translate increasing regulatory expectations into consistently high-quality services and positive outcomes for residents.

If you would like an informal discussion about the role, please contact **Jasmine Vaughan on 02392 688904 or jasmine.vaughan@portsmouthcc.gov.uk** to arrange a convenient time for a call with me.

Thank you for your interest in the role. I look forward to receiving your application.



Adam Hardwick
Assistant Director - Buildings



Job Profile - Head of Building Repairs

- Job family — Head of Service
- Pay range — Band 15 - £78,854 - £88,132
- Line manager — Assistant Director Buildings - HNB
- Directorate — Housing, Neighbourhoods and Building Services
- Location — Civic Offices, Portsmouth
  Role is office based however you will frequently need to attend blocks of flats within Portsmouth and other venues outside of normal office hours for resident events.

Job purpose

The Head of Building Repairs is responsible for leading and continuously improving Portsmouth Homes' repairs, maintenance and voids services, ensuring the delivery of safe, high-quality, customer-focused services to approximately 17,500 homes and leasehold properties.

The role sits as part of the senior leadership team within Building Services, with the successful candidate needing to work collaboratively with other Heads of Services within Buildings and more widely across the Housing, Neighbourhood and Building Services Directorate to deliver effective services.

The role provides strategic leadership for responsive repairs, void property refurbishment, contractor management, service performance and resident engagement in relation to repair services. The postholder will ensure compliance with relevant legislation, regulatory requirements and consumer standards, including the Social Housing (Regulation) Act 2023, Building Safety Act 2022 and Awaab's Law.

The role is accountable for delivering value-for-money services, managing significant budgets and contracts, and ensuring the voice of resident's shapes service delivery and continuous improvement.

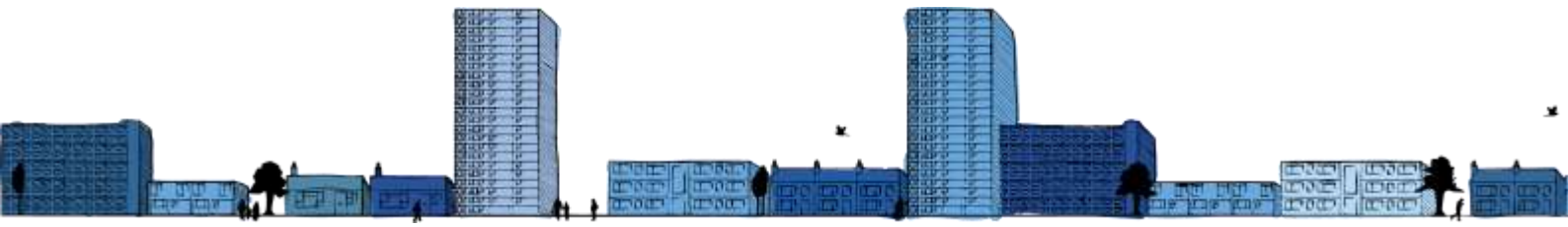
What is the role?

Strategic Leadership

- Lead the strategic direction, development and continuous improvement of Portsmouth Homes' repairs and maintenance services.
- Develop service strategies, policies and procedures to ensure compliance with legislative, regulatory and organisational requirements.
- Horizon scan emerging legislation, regulation and best practice, identifying service improvements and required policy changes.
- Contribute to corporate and directorate strategies as a member of the senior management team.

Repairs and Maintenance Service Delivery

- Lead the delivery of responsive repairs and maintenance services across Portsmouth Homes' housing stock and general fund properties.
- Ensure repairs are completed safely, efficiently, within agreed timescales and to a high standard of quality.



- Act as the organisational lead for the implementation of Awaab's Law requirements and resolution of repairs related to Category 1 and Category 2 HHSRS hazards.
- Ensure robust arrangements are in place to manage emergency repairs and major incidents.

Voids Management

- Oversee the delivery of approximately 900 void property refurbishments annually.
- Ensure void turnaround times are minimised to maximise housing availability.
- Drive performance improvements across the end-to-end voids process.

Contract and Supplier Management

- Foster collaborative relationships with contractors in line with NEC principles of mutual trust and cooperation.
- Ensure effective contract performance management, commercial oversight and value-for-money outcomes.
- Act as the senior escalation point for contractual disputes and performance issues.

Resident Engagement and Complaints

- Ensure repairs services are shaped by resident insight and consultation.
- Lead initiatives to improve customer satisfaction and service experience.
- Act as the senior escalation point for complaints relating to repairs and maintenance services.
- Ensure learning from complaints is embedded across teams and contractors.

Financial Management

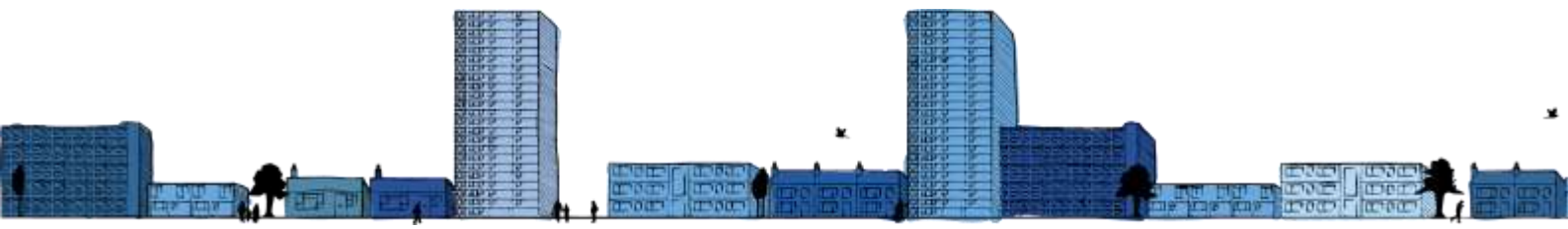
- Lead the management of repairs and maintenance budgets of approximately £50 million per annum.
- Ensure effective financial planning, forecasting, budget monitoring and cost control.
- Identify efficiencies and opportunities to improve value for money while maintaining service standards.

Leadership and People Management

- Lead, motivate and develop multidisciplinary teams delivering repairs and maintenance services.
- Create a high-performance culture focused on accountability, customer service and professional development.
- Lead workforce planning, recruitment, succession planning and talent development.
- Manage complex employee relations, performance and attendance matters.

Governance and Compliance

- Ensure compliance with housing, health and safety, building and procurement legislation.
- Maintain effective governance, assurance and risk management arrangements.
- Ensure robust systems and controls are in place to meet regulatory requirements.
- Support organisational responses to regulatory inspections, audits and reviews.



Stakeholder Management

- Build strong relationships with residents, elected members, contractors, regulators and internal stakeholders.
- Present reports and recommendations to senior leadership teams, committees and Cabinet meetings.
- Represent Portsmouth Homes at external forums and sector networks.

Who is the person?

The ideal candidate is someone who will:

1 Have a degree in a relevant construction related field and be a Chartered Member of the RICS or CIOB.

2 Hold or be working towards a CIH Level 5 Diploma in Housing.

3 Significant senior management experience within repairs, maintenance, asset management or property leading services across large and complex property portfolios.

4 Strong knowledge of legalisation and its impact on a repairs service, particularly in relation to the Social Housing (Regulation) Act 2023, the Building Safety Act 2022 and Awaabs Law.

5 Experience in the procurement of significant maintenance contractors and their successful mobilisation and implementation.

6 Extensive knowledge of NEC4 Term Service Contractors and their administration, including being able to interpret data to form a suite of effective measures to monitor and improve performance.

7 Have experience of preparing and developing strategies, policies and guidance documents required in the development of a service.

8 Have experience of strategic leadership being an existing Head of Service or holding another comparable service management role, ensuring ongoing service improvement and development of staff.

9 Experience of managing significant change, ensuring that adequate resources are in place and that plans are clearly communicated with staff and key stakeholders to ensure understanding and successful implementation.

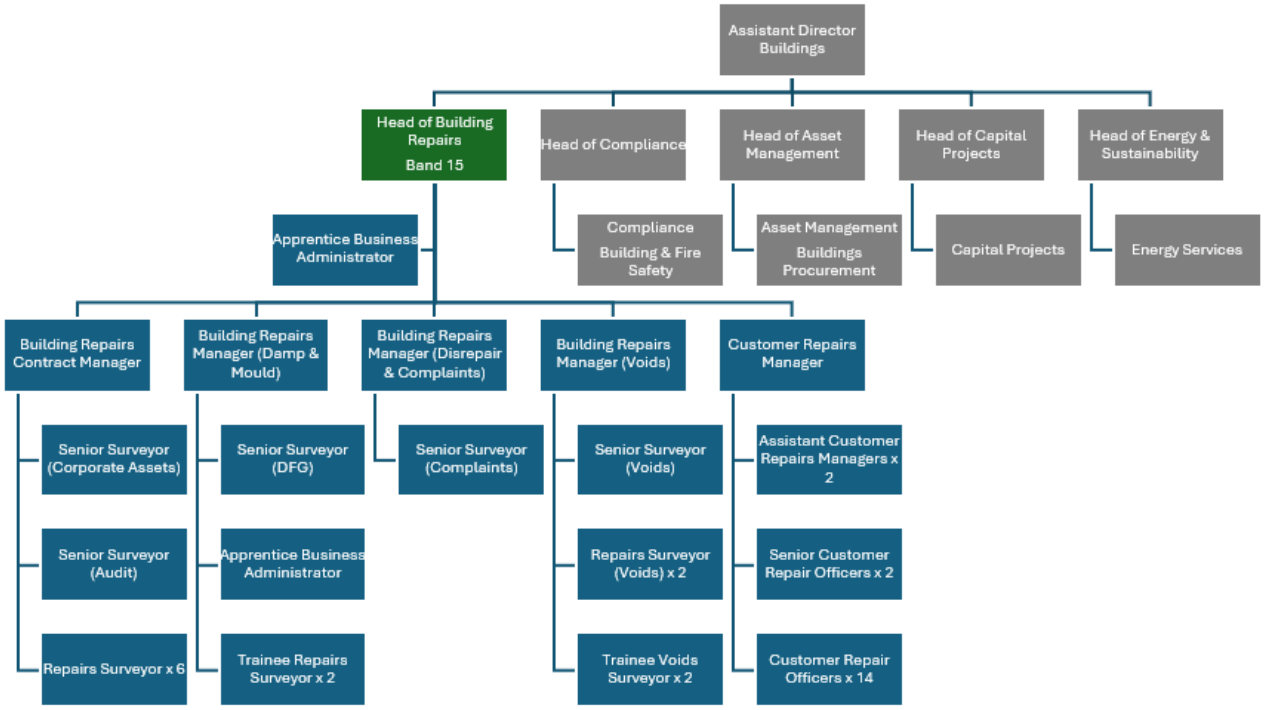
10 Experience of working with and communicating with a wide range of stakeholders including Members, Directors, Assistant Directors, and other senior staff across the council and external organisations, undertaking presentations and leading meetings as appropriate.

11 Have experience of working within a governance framework with experience of preparing and presenting decision reports to Boards or Members.

12 Personally demonstrate, develop and lead your service in accordance with the value and behaviours set out in the PCC Behaviour Framework.

13 Have a driving licence and provide a car for work to be able to effectively travel to assets as necessary.

Service Structure



T&C of employment

Working hours - Contractual hours are 37 hours per week, but this role will require additional input as is reasonable for a senior management role. Business operational hours are 8am to 6pm with core hours between 9:30-12:00 and 2pm-4pm, but there will need to be flexible to reflect the fact that most services are provided 24 hours, 365 days of the year. There will be regular meetings outside of these hours, such as with councillors or residents' groups, and the need to react to emergencies.

The role will form part of the Directorates Out of Hours escalation process and will be required to be on a rota to respond to Building Services issues that may arise of out of hours when on the rota.

Notice period - In line with the council's policy, a three month notice period is applied to this post.

Learning & development - Support will be given to enable the post holder to continually develop their skills and experience. The council has a range of training opportunities.