



Maintenance Manager

Job Description and Person Specification



Job description – Maintenance Manager

Reporting to the Head of – **Regional Manager (Maintenance)**

People responsibility:

- Direct reports - up to 12
- Indirect reports - Collective responsibility for any member of the workforce
- Total employees - Variable

Summary of role:

The Maintenance Manager is a hands-on operational role responsible for the end-to-end delivery, coordination and performance of the repairs and maintenance service across a defined portfolio of occupied and empty homes.

Providing visible, values-led leadership to locality-based maintenance teams, this role acts as a key operational link between Customer Contact Centres, regional maintenance teams, and wider Group functions, specifically housing, estates, home improvement and property teams. Through strong collaboration and clear communication, the post holder ensures a consistently high performing, customer focused maintenance service and directly contributes to the delivery of the organisation's strategic priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key Areas of Responsibility:

Delivery of Maintenance Services

- Lead and develop a dispersed maintenance team, setting clear performance expectations, providing supervision, coaching, and support.
- Accountable for operational delivery, service outcomes, and performance management across all maintenance activities.
- Ensure effective workforce planning, including resource allocation, skills coverage, productivity, and absence management, to meet service demand.
- Drive operational performance using data-led insight, cross-departmental collaboration, and continuous improvement methodologies to deliver safe, efficient, and customer-focused maintenance services.
- Monitor and manage performance across localities and contact centre operations, including response times, completion rates, right-first-time repairs, productivity, complaints, disrepair resolution, void turnaround, and regulatory compliance.

- Address underperformance of operatives and contractors through coaching, training, and formal performance management.
- Act as an escalation point for complex or live repair issues, ensuring timely decision-making and service recovery.
- Promote consistency in repairs standards, processes, and decision-making across localities and regions.
- Ensure services achieve regulatory and statutory compliance, right-first-time outcomes, and positive tenant and organisational outcomes.

People Management

- Manage the recruitment, development, and performance of employees within the maintenance function.
- Build and sustain a high-performing team through effective management, coaching, and mentoring.
- Ensure policies and procedures are communicated clearly, understood, and consistently applied.
- Review individual and team performance regularly, identifying development needs aligned to operational and organisational objectives.
- Foster a culture of open feedback, engagement, and proactive issue resolution to maintain team cohesion and performance.

Performance Management

- Use data-led, systems-thinking approaches to measure, monitor, and drive continuous improvement.
- Interpret operational performance data to identify trends, risks, root causes of underperformance, and deliver solution-focused outcomes.
- Produce timely reports for trade teams, regional and group leadership, and other stakeholders.
- Identify opportunities to improve operational efficiency, service quality, and value for money through process improvements, technology adoption, and new ways of working.
- Encourage innovation, learning, and sharing of best practice across teams, suppliers, and regions.
- Collaborate with internal teams and contractors to enhance service design, reduce repeat demand, and improve reliability.

Deliver Customer Excellence

- Champion exceptional customer experience across all maintenance services, ensuring services are high-quality and tenant-focused.
- Ensure tenant and customer priorities are central to service delivery and decision-making.
- Foster an inclusive culture that maximises engagement, trust, and satisfaction.
- Support a “stay and do” approach to maximise first-time completion and minimise repeat visits.
- Manage complex or high-risk customer repair cases, ensuring fair, consistent, and timely resolution.
- Collaborate with the Customer Contact Centre to ensure effective appointment management, updates, and communication.
- Use customer feedback, complaints data, and Tenant Satisfaction Measures to identify learning, reduce failure demand, and drive service improvement.

Risk Management

- Ensure all maintenance activities comply with relevant legislation, regulatory standards and organisational policies, including Health and Safety, Building Safety and Regulator of Housing Consumer Standards.
- Maintain accurate records in the Groups housing management system to demonstrate compliance and support regulatory assurance.
- Support regulatory inspections, audits and internal assurance processes, addressing actions and recommendations promptly.
- Ensure housing stock is maintained in a safe, compliant and tenant focused condition.
- Ensure suppliers, contractors and operatives operate in line with regulatory and organisational requirements.

Additional responsibilities:

Out of Hours Supervision:

- Participate in the Group's emergency on-call rota as required, responding to service or premises-related incidents, recognising that arrangements may vary across legacy organisations and may change to meet future business needs.

Supervision rota during core operating hours:

- Participate in a rota to provide supervisory cover within one of the Groups Customer Contact Centres during core operating hours (8:00am – 8:00pm).

Financial:

- Take a robust commercial approach to cost control, ensuring effective management of maintenance expenditure and value for money.
- Make informed, data-led decisions on whether works should be delivered in-house, subcontracted, or referred to planned investment programmes, with a clear understanding of the financial implications and asset lifecycle impacts of those decisions.
- Oversee materials and van stock expenditure, including monitoring usage, managing external purchasing outside standard controls, identifying variances, and taking corrective action where required.
- Authorise, instruct, and oversee the use of subcontractors in line with operational policies and financial controls, ensuring correct approval and instruction processes are followed, costs are appropriate, transparent, accurately recorded and that works represent best value when compared with in-house delivery

Health and Safety:

- Maintain full operational oversight of Health & Safety, ensuring the safety of employees, residents and shared spaces.
- Ensure compliance with all Corporate Policies, including Health & Safety, Equality & Diversity, Risk and Performance Management.

Data Protection:

- Comply with Data Protection principles in all work activities, ensuring the secure and lawful handling of personal data.

- Attend and complete any role-specific training relating to GDPR and Data Protection compliance.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Maintenance Manager:

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition. Be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within. Ensure that business risks are identified, discussed and managed.
- Strong senior stakeholder management and the ability to influence and shape organisational change.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Proven experience of managing a responsive, multidisciplinary and geographically dispersed team within a maintenance, housing or similar service delivery environment (essential).
- Confident and competent user of IT systems and digital applications (essential).
- Confident communicator, able to address groups of staff and delivery positive, clear, and appropriately challenging messages (essential).

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| <ul style="list-style-type: none">➤ Proven experience of managing multiple competing priorities, workloads and resources effectively and at pace (essential)➤ A relevant professional qualification or willing to undertake study (Desirable)➤ Full UK driving license and have a vehicle available for work (Essential) |
| <p>Training and Development:</p> <ul style="list-style-type: none">➤ You will also be required to undertake continuous professional development (CPD) to support your role and contribute to the ongoing development of the Group. |