

Recruitment pack

LEWISHAM HOMES




Lewisham
Homes



PHONE

0800 028 2 028 or
020 8613 4000



ONLINE

[lewishamhomes.org.uk/
careers](http://lewishamhomes.org.uk/careers)



EMAIL

hr@lewishamhomes.org.uk



TWITTER

[#lewishamhomes](https://twitter.com/lewishamhomes)



LINKEDIN

bit.ly/LHLinked

Hello

Lewisham Homes is an ambitious organisation set up to improve housing in the borough, currently managing 18,000 homes on behalf of Lewisham Council. We are a not-for-profit organisation undertaking a major local investment programme, operating our own maintenance company, and building new homes through a partnership with the local authority.

We work in London's third largest borough where diversity is both a defining characteristic and strength. We're committed to delivering great customer service, investing in Lewisham neighbourhoods, and growing our business to shape a bright future.

At Lewisham Homes we get things done through collaboration and challenge. We're passionate and proud of what we do; and we have a strong ethos in developing careers and recognising individual contributions to our success.

We seek ambitious and dedicated people who share our values and are excited about the opportunity to work in an innovative, challenging and customer focused organisation.

We are Lewisham Homes – are you?



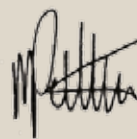
A MESSAGE from the CEO

We're here to deliver great housing services for thriving neighbourhoods in Lewisham. From our very first day on the job our mission was set, and it remains as important as ever.

While housing management is our core business we also want to make a difference to Lewisham people and housing in the borough. We're proud to be 100% focused on Lewisham and we want to play a part in preparing for future generations through investing time and resources in developing our communities and neighbourhoods.

We are ambitious for Lewisham, for our residents and for us. To achieve our goals we

employ great people to join us. We want all of our employees to understand their role in our mission and be collaborative, passionate and challenging in their work. We want to see people succeed during their time with us and take up opportunities to be involved and have a say. Whether it's attending our conferences and briefings, social events, taking part in surveys or simply joining in conversation on my blog – your views are valued and will make a difference.



Andrew Potter
CEO, Lewisham Homes

Our mission

To deliver great housing services
for thriving neighbourhoods

OUR CORPORATE OBJECTIVES ARE:

Excellent services • Quality Homes • Sustainable
business • Community focus • Employer of choice

We value

RECOGNITION

We recognise and value success, and a diverse range of talents. We take time to praise good work, and value each other and our customers.

TRUST

We do as we say and lead by example. Our managers empower and trust staff, are open and inclusive and as an organisation we are committed to involving staff in decision making.

PASSION

We have a positive attitude and take pride in our work. We try to break down barriers and aim to be the best at what we do.

COLLABORATION

We build good relationships with each other and aim to understand pressures on others. We work together to solve problems and take responsibility for this.

EMPATHY

We treat people as individuals, show respect to each other and take time to listen. We are customer-focused and think about things from the other person's perspective

CHALLENGE

We tackle cynicism and challenge the status quo. We remind each other of our values, are proactive and never give up in pursuit of our goals.

Director of Maintenance

The role of Director of Maintenance is:

- To act as an effective member of the Executive Team and leader within the business who roles models our values, drives the business forward and delivers both corporately and at team level.
- Deliver a high performing and commercially driven repairs and mechanical and engineering service to customers.

Timetable and Application

Closing Date: Friday 24 June 2016

Interviews: Stage 1 - 5 & 7 July 2016 (afternoon or evening)

Stage 2 - 11 & 13 July 2016 (afternoon or evening)

To apply you will be asked to submit a CV and supporting statement. Within your supporting statement please ensure you address the key requirements identified in the attached person specification with examples where relevant.

Please attach your CV and supporting statement to your online application.

For further information about this role please contact:

Retained consultant

Phil Foster at Ocean Edge Executive Search on
07881 784 997
023 8000 1153
phillipfoster@oceanedge.biz

Or

Andrew Potter, Chief Executive at Lewisham Homes
0208 613 7690

Salary and Benefits

Salary: circa £90,000

Annual Leave: up to 36 days

Family friendly policies and benefits including:

- Childcare vouchers
- Career average final salary pension scheme
- Discounts for local eateries

Job Description

Job Title: Director of Maintenance

Reports To: CEO

The Main Purpose of the role:

- To act as an effective member of the Executive Team and leader within the business who roles models our values, drives the business forward and delivers both corporately and at team level.
- Deliver a high performing and commercially driven repairs and mechanical and engineering service to customers.

Responsibilities

- Lead our in-house repairs and improvement service in a way that delivers on customer, operational and financial targets in line with its Business Plan.
- Ensure the In-house service has a clear business plan that will deliver a financially strong out-turn in a commercially sound way to deliver annual surplus for investment.
- Ensure all Mechanical & Electrical services are operating and compliant at all times.
- Provide leadership and management to the staff in Lewisham Homes, so that they have the skills and motivation to deliver high standards of customer service
- Ensure effective workforce planning and succession in place to ensure there are the right skills.
- Lead on change and improvement projects and how technologies can move the business forward by people adapting to new ways of working.
- Ensure effective service planning and procurements are in place at the right time to support the business and deliver value.
- Ensure strong contract management, robust systems, data, and processes are in place for people to deliver services.
- Ensure that consistent quality management systems are in place across all functions, and as applicable lead the implementation of third party accreditation.
- Ensure customers are engaged fully, feedback is collected and lessons are learnt and clearly fed into improvements.
- Effectively manage the relations with the Board, councillors and other stakeholders to ensure correct governance and support the smooth delivery of schemes.
- To ensure effective financial management, transparency of costs and reporting is in place and all company financial standing orders and policies are adhered to.

- To ensure effective risk management feeding into corporate governance of risk management and all health & safety and compliance requirements are complied with at all times.
- To build and maintain effective, multi-agency partnerships, networks and relationships with internal and external partners.
- Comply with all Lewisham Homes policies, including contractual standing orders, financial regulations and all HR policies and procedures in particular Health & Safety and Equality.
- Participate on the out of hour's emergency call out rota.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

Person Specification

Job Title: Director of Maintenance

Reports To: CEO



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| Leadership |
| <ul style="list-style-type: none"> • Strong leadership skills with the ability to lead by example and to inspire and motivate your team and others • Excellent communication skills and the ability to provide a clear vision of where Lewisham Homes needs to be • Ability to role model and live the Lewisham Homes Values |
| Collaboration |
| <ul style="list-style-type: none"> • Proactively building positive relationships with others inside and outside the organisation |
| Skills and Abilities |
| <ul style="list-style-type: none"> • To be literate and numerate to a high level and have the ability to write complex reports and communicate verbally to a wide range of audiences • Ability to manage complex stakeholder relationships within a political environment • To ensure risk is well managed within teams |
| Knowledge |
| <ul style="list-style-type: none"> • Knowledge of best practice and innovation in housing maintenance improvement, particularly in the social housing sector • Knowledge of partnering contracts, procurement, housing legislation, construction, pricing and costing systems |
| Qualifications and Experience |
| <ul style="list-style-type: none"> • Educated to degree level or equivalent and professional relevant qualifications • Experience of managing large scale budgets and financial monitoring • Experience of having worked at a strategic level within a commercial environment • Experience of effective change management to deliver improved services and customer satisfaction • Proven track record of delivering high performance and efficiency in areas of responsibility. • The ability to effectively plan prioritise and deliver a complex workload |
| Personal Qualities |
| <ul style="list-style-type: none"> • Ability to create an environment where new ideas and innovation are encouraged in others • Possess high levels of integrity and puts the interests of the organisation before their own • Act as a strong and effective corporate player. |
| Physical |
| <ul style="list-style-type: none"> • Able to attend meetings/site visits in locations both inside and outside the borough. |

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