



## What we do

We own and manage over 5,500 homes in Hertfordshire, Bedfordshire, and Buckinghamshire delivering much needed homes for social and affordable rent, leasehold, shared ownership and private market rent.

Our business is built around the importance of a home as the foundation that enables individuals and families to build and sustain the lives they want. We are focused on increasing housing availability and affordability in some of the most expensive parts of the UK.

We will do this by working with customers and partners to deliver our strategic objectives:

 Resilient with a strong financial base



A fair deal for customers



Growth



A great place to work



## Your Role

- Support the delivery of team objectives by actively encouraging good performance and promptly deal with poor or below standard performance or behaviours.
- Ensure effective communication with team via 121, team meetings, quarterly performance reviews.
- Set objectives for team, and regularly review in line with business and strategic plans.
- Actively encourage Continuous Professional Development.
- Encourage team creativity and innovation and create an environment for this to develop.
- Actively promote, encourage and work in line with the Thrive Homes Vision & Values & in accordance with Policies and Procedures.
- Review policies and procedures relating to the delivery of building and building services maintenance works, ensuring they are in line with legal requirements and good practice with the support of Head of Repairs
- Operational responsibility for ensuring that THS delivers a high quality, cost effective and competitive repairs service on day-to-day maintenance, cyclical, refurbishment void works, Home Servicing and any other building related projects in accordance with Company plans and legislation.
- Monitor budget and operational indicators to ensure delivery remains on target.
- Monitor and manage usage of external support contractors to ensure delivery is consistent with contractual requirements.
- With the support of the Head of Repairs and the Finance Business Partner, manage budget to ensure accurate and timely forecasting and financial management.
- Manage/monitor health and safety with the Support of the Health and Safety Manager.
- Be available for out of hours contact.
- You will be required to undertake any other reasonable duties/projects as required by your line manager/senior manager.



Find out more

[www.thrivehomes.org.uk/careers](http://www.thrivehomes.org.uk/careers)





## The Right Person for Thrive

- You can demonstrate a track record of delivery against our key deliverables or a foundation on which can be built to fulfil the full brief.
- We are flexible in how you have achieved your skills and experience, through education or through worked experience.
- Your ability to role model our core behaviours is as important as technical expertise.
- You must be able to support a culture founded in trust and respect for everyone.
- Extensive supervisory or building industry management experience is important.
- Relevant professional qualification is desirable.
- Full driving license.



## Your Key Deliverables

- **Stakeholder Management:** Lead collaboration with colleagues across the business to implement strategy set and agreed by SMT. This will allow your function and the wider business to work cohesively and communicate effectively with all our stakeholders.
- **Customer:** Implement and champion our Customer facing strategies, and sub-strategies, and service delivery for our customers to make sure we 'get it right' and achieve a fair deal, covering all aspects of Homes, Estates, Tenancies and Relationships between our Customers and Colleagues.
- **Strategy:** To have strategic capability and understand the broader business context to lead and implement strategic discussions. Outcomes will be measured against agreed targets and objectives and will ultimately be responsible for achieving KPIs.
- **Health, Safety and Wellbeing:** Ensure the function of the team operates in line with Health and Safety legislation and best practice. Lead, implement and promote Thrive's wellbeing commitment to colleagues. Ensure all Managers have the correct training and qualifications in place to deliver their role and manage safely.
- **People Management:** Provide progress updates against strategic objectives to the Senior Management team. You will have line management responsibilities; Actively develop colleagues to think creatively and ensure Thrive has the capability it needs. Role model the expected standards of Thrive's Behaviours and create a culture that encourages open communication, team creativity and innovation to emulate Thrive's behaviours. You will be able to take initiative, challenge, lead and take ownership where necessary, whilst being able to see the bigger picture.
- **Financial & Commercial Awareness:** Demonstrate an understanding of the Housing sector and how Thrive operates within the market. Have a basic understanding of managing budgets, contracts, and procurement process. Responsible for budget control, audit and delivery planning.

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- **Working Groups:** Participate in a working group, leading on projects and collaborating with colleagues towards a common goal to feel the pride of Thrive.
- **Diversity and Inclusion:** Role model and engage in Thrive's inclusive and diverse culture, which embraces the uniqueness of every individual and proudly celebrate and promote Thrive's Allyship programme.