

Head of Repairs & Maintenance

Leading maintenance services to ensure our homes remain safe, compliant, and well maintained.



Job Purpose

The Head of Repairs and Maintenance leads the organisation’s responsive and planned maintenance services, ensuring high-quality, cost-effective, safe, and customer-focused delivery across all housing stock. The role oversees operational teams, contractors, compliance functions, and strategic maintenance planning to maintain homes to a high standard and meet all legislative and regulatory requirements.

Leadership skills and behaviours

As leaders in this business, we all have a responsibility and contribution to make to ensure we drive our success through the foundations of our proposition, vision, values and mission - each are fundamental to delivering on our ambitions for the Group and ultimately our success. We have therefore set out a framework, driven by our values, to clarify what we need and expect from our leadership community.

At Honeycomb Group, we’re connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine

- Be authentic
- Don't take yourself too seriously
- Create a customer experience they'll never forget
- When in doubt smile

Never shut the door

- No hierarchy
- Don't hear what you want - listen
- Be open & flexible
- Always think about others

Chase curiosity & ambition

- Commit to the challenge
- Fuel your passion
- Put heart into your work
- Create a no-fear culture



Be a leader in the field

- Don't manage inspire
- Take initiative, step up even if it's not your job
- Follow your gut
- No blame culture
- Be confident

Come together

- Seek value from others
- Be a team player
- Chip in when others need help
- Act in the best interest of everyone

Key responsibilities for area of specialism:

Strategic Leadership & Service Management

- Develop and implement effective maintenance and repairs programmes that deliver quality, timely, and cost-effective services.
- Lead repairs, maintenance, building services, and empty homes teams to deliver customer-focused, high-performance services.
- Drive service transformation and continuous improvement, using technology and data insights to move from reactive to more predictive and preventative models.

Operational Management

- Oversee delivery of responsive repairs, planned maintenance, void works, and cyclical programmes.
- Ensure efficient scheduling, contractor management, and value-for-money service provision.
- Monitor performance, KPIs, customer satisfaction, and implement service improvement plans.

Compliance & Health and Safety

- Lead Health & Safety activities across the Group
- Ensure full compliance with housing legislation, building safety, and health and safety obligations, including robust systems for monitoring compliance
- Prepare reports for senior leaders and boards on property compliance and safety, as well as preparation for internal audits and service reviews.

Customer Focus

- Promote exceptional resident experience by setting clear service standards and ensuring issues are addressed promptly and professionally.
- Encourage customer engagement to shape service improvements and empower residents.

Financial & Budgetary Accountability

- Lead budget development and ensure effective financial control of repairs and maintenance budgets.
- Manage procurement of contractors and ensure contracts deliver value and quality.

Honeycomb Heads of Service are responsible for:

- Developing and delivering our Strategic Objectives
- Demonstrating and instilling our values
- Excellent performance and achievement
- Credible leadership and motivation
- Cost control and commercial focus to support growth and innovation
- Assurance and audit actions
- Resource allocation
- Silo removal and working as one team
- Effective people management; adopting a coaching culture
- Robust budget control and delivering value for money and social value
- Identifying and mitigating operational risks in all areas of responsibility

In addition to the above, our Heads of Service will:

- Ensure that the Group complies with legislative, regulatory, constitutional and financial requirements and works to high professional and ethical standards in all areas of business excellence.
- Prepare and deliver reports, presentations and ad hoc information to Boards, Committees and external stakeholders as required.
- Promote the Group and develop its relationships to ensure that the positive work of the Group is recognised locally, regionally and nationally.
- Maintain and develop effective external networks and partnerships with other registered providers, local authorities, funding institutions, regulators and other organisations that are crucial to the Group's work and business interests.

The right person for the role will be able to demonstrate:

- A degree level qualification in construction, housing or a related area, or qualified by substantial suitable experience in housing or property services, and / or have or be working towards a relevant Level 4 qualification regulated by Ofqual, in line with the Competency and Conduct standards for a Senior Housing Manager
- Knowledge of property services
- Excellent communication, influencing and negotiating skills
- Thorough understanding of health and safety policies and procedures in a social housing setting
- Understanding of legal and regulatory requirements in delivering a property maintenance service
- Experience of policy development and strategy
- Experience of legal compliance and risk management in property or construction
- Great leadership skills and provide coaching, direction and management to encourage the development of others
- Focused and driven to develop and deliver high quality services.