

Repairs & Maintenance Operations Manager



About Us

We are taking Redbridge to the next level: we are ambitious about the future, proud of our staff and communities, and ready to lead meaningful change.

Located in north-east London, Redbridge offers excellent transport links that connect it to the City in just 15 minutes via the Elizabeth Line. The borough uniquely blends the energy and complexity of inner London with the green spaces and close-knit neighbourhoods often associated with outer boroughs. This combination creates a distinct environment, rich with opportunity, challenge, and diversity.

Home to over 310,000 residents, Redbridge is one of the most diverse communities in the capital and this diversity brings creativity, vibrancy and strong community identity, making inclusion and fairness central to the council's mission.

Redbridge Council has a strong reputation for delivery and its children's services are rated outstanding by Ofsted. Resident satisfaction remains high, reflecting a commitment to practical, people-focused public service.

However, the council is not complacent. Demand for services is increasing, expectations are rising, and external pressures, particularly around housing, care and community safety, continue to shape the context in which the organisation operates.

To meet these challenges and capitalise on new opportunities, Redbridge is investing in its leadership, workforce, and capacity to deliver. That includes significant changes to its senior structure, a renewed focus on modernisation, and a clear commitment to getting things done, and doing them well.



Welcome

Hi there,

Thank you for your interest in joining Redbridge Council.

This is a genuinely exciting time to be part of our story. We are a council with a strong record of delivery. However, we're not standing still and we are taking the next bold step in our journey.

As Leader of the Council since July 2024 and Chief Executive since March 2025, we've had the chance to listen, learn, and help shape a new direction. This campaign marks a significant investment in our leadership capacity, designed to give us the strategic strength and fresh thinking we need for what comes next.

We are modernising Redbridge and unlocking the potential in our people. Redbridge is a place with big ambitions and we want to grasp the opportunities we've not yet fully delivered on, particularly around regeneration, inclusive growth, housing, and how we modernise the way we work.

That's why this new team matters. We've created a structure that reflects our priorities and gives our people the space and support to lead, influence and get things done. And we are building a culture that values collaboration, kindness and drive, and where everyone feels valued and included. These changes will also mean that Redbridge will be even better placed to serve and deliver for our residents.

We want to attract individuals who are curious, open, and full of ideas, people who care about public service and want to help us lead change in a borough that's full of energy and complexity. Whether you are an experienced housing professional having worked in local authority or RSL's before, or stepping into local authority for the first time, this is a place where your work will matter, and your contribution will make a difference.

Thank you again for considering Redbridge. We hope you will want to be part of what we are building. Redbridge, reimagine what's possible and move to the next level.

Warm regards,

Cllr Kam Rai, Leader of the Council

Claire Hamilton, Chief Executive



Modernising Redbridge

Modernising Redbridge is about more than just change, it's about possibilities and unlocking the potential in our people, our places and our services.

Every day, across Redbridge, we make a difference. From frontline teams to those behind the scenes, we go the extra mile, delivering for our residents, supporting our communities and keeping this borough moving.

It's time to reimagine what Redbridge can be. To see beyond the way things have always been and envision something truly modern and vibrant.

It's about designing a council that works for our residents, which enables us to feel closer to them and the daily problems our communities may be facing.

Taking our services to the next level:

Modernising Redbridge will take our services to the next level, creating seamless customer journeys, digital by design and built around the real lives of our residents.

We want our spaces in Redbridge to be modern, flexible and inspiring places, where people want to work and communities want to gather.

We want our workforce to have opportunities and develop their skills and ideas. We want to grow our great talents, supporting and empowering to lead with purpose and ambition.

This programme is about breaking down historic barriers, working differently between teams and using technology to help people interact with us. Because the future of Redbridge isn't something that just happens to us. It's something we will create, together.



Our Asset Management Team

Hi, I'm Bob Granville.

I'm the Interim Operational Director of Housing for the London Borough of Redbridge.

I've been at the council for about three months now and I'm looking to build a team of really positive, can-do people who can take the Asset Management Team to the next level. We have a very strong mandate to get things done and we are building a structure and implementing the right governance for people to thrive and succeed and be able to deliver.

Redbridge is in a fantastic location. We are 20 minutes away from Central London and we have fantastic transport links taking us right into London. This is a great time to join us and help us continue to improve our services, which we need to do, to ensure that we put our tenants and residents at the very heart of the services that we deliver.

Redbridge has the smallest council housing stock of all London boroughs, with around 4500 homes. Since the introduction of the Right to Buy legislation in the 1980s we have lost 40% of the homes we once owned. This means that we have a high number of leaseholders that we also support with repairs and maintenance to their blocks and communal spaces.

I'm looking to recruit a team of positive can-do creative team players who really put our customers at the heart of the services that we offer. It's imperative to us that we consider the needs of our residents and that we deliver an effective and efficient service, ensuring that their homes are well maintained, safe and secure.

If you're a team player and if you really care, then Redbridge is the right place for you. We are a supportive team. We have fantastic colleagues and we are creating an environment where people can thrive. We are passionate about putting our people at the heart of the council, looking after people and making sure that they are happy in their work.

It's really important to me that we have a team that's full of happy people who are thriving, creative and focussed on delivery. So if you want to get things done and you want to achieve, come to Redbridge and we will wrap the support around you to help you thrive.



Bob Granville
Interim Operational Director of Housing

Job Description

Job title	Repairs & Maintenance Operations Manager
Service Area	Housing
Function	Asset Management
Team	Assets
Grade	LBR 18 (£66,000 - £70,000)
Hours	36 hours per week
Base Location	Orchard (West) Housing Office, 152 Broadmead Road, Woodford Green, IG8 0AG
Reports to	Head of Asset Manager
Responsible for	Repairs Service Manager, Home Improvement Manager & Complex Case Manager

Role Purpose and Dimensions

The Repairs & Maintenance Operations Manager will oversee the efficient and high-quality delivery of the repairs & maintenance services. This pivotal role requires both strategic vision and operational expertise to ensure tenant satisfaction, compliance, and continuous improvement in maintaining the council's housing stock.

Reporting to the Head of Asset Management the post holder will be responsible for leading Redbridge's operational delivery of Repairs across a diverse range of disciplines (inc. but not limited to responsive repairs, complex cases inc. disrepair, Damp & mould etc. and voids).

Job Description

Overview of the Job

- **Leadership:** Support the Head of Asset Management in the overall delivery of the service. Lead the Capital Programme Team, delivering all capital programmes whilst prioritising tenant needs.
- **Compliance:** Drive compliance with Health & Safety legislation, building regulations, and council policies
- **Financial Management:** Oversee and monitor budgets to ensure financial control and cost-effectiveness. Actively manage an annual budget exceeding £30 million.
- **Collaboration:** Collaborate with contractors, suppliers, and internal teams to enhance service quality and outcomes.
- **Performance Analysis:** Analyse performance metrics, spearhead service improvements, and implement innovative solutions
- **Tenant Engagement:** Ensure that a culture of tenant engagement is embedded across the service. Involving tenants and stakeholders to shape services and improve satisfaction.
- **Environmental Sustainability:** Champion environmental sustainability initiatives within housing maintenance practices
- **Contract Management:** Manage all capital programme contracts and service delivery, ensuring effective governance of all contracts.
- **Risk Management:** Effectively manage risk associated with the delivery of capital programmes.
- **Complaint Handling:** Ensure that all complaints (Stage 1 and Stage 2) relating to the Capital Programme function are investigated and dealt with effectively within agreed procedures and timeframes
- **Service Improvement:** Propose and implement service improvements through root cause analysis of complaints
- **Health & Safety:** Monitor and report Health and Safety comp

Demand led Responsive Repairs and Voids Service

- The post holder will work closely with internal and external stakeholders to deliver a first-class service.

Outsourced Responsive Repairs Contract and Service Delivery

- Managing the effective governance of the contract, ensuring that the contractors monthly invoicing is adequately audited and processed within contract deadlines. Supporting the Service Managers in the delivery of regular Contract Management meetings.
- Responsible for ensuring responsive repair contracts are robust and cost effective.
- Ensure legislative and regulatory requirements are met and adhered to across all repair workstreams disciplines (disrepair, aids & adaptations, responsive repairs, damp & mould and voids).

Risk Associated with the Demand led Repairs Service

- Responsible for ensuring that all complaints (Stage 1 and Stage 2) relating to the service are investigated and dealt with effectively within agreed procedures and timeframes.
- Responsible for composing Stage 2 complaint responses and embedding, within the service, any lessons learnt.
- Identify and act on feedback and lessons learnt, propose and implement service improvements in consultation with key stakeholders.
- Expertise in Health & Safety, CDM regulations, and risk management and safe working practices.
- Comprehensive knowledge of housing regulations, building maintenance best practices, and statutory compliance and implementation within the operational environment.
- Understanding of the Housing Act and associated legislation (e.g. disrepair, HHSRS and emerging legislation such as Awaab's Law).

Job Description

Key External Contacts

- Regulator of Social Housing, Housing Ombudsman, external contractors, consultants and suppliers.

Key Internal Contacts

- Housing Management, Property Services, Asset Management Team, Procurement, Finance Team, Temporary Accommodation Team.

Other Considerations

- To work 36 hours per week and where required take part in the out of hours on call rota, including weekends and bank holidays.
- Proficiency in all Microsoft applications, housing management systems and repairs-related software
- To attend evening and weekend meetings as required and for issues associated with key accountabilities (e.g. Leaseholder / Tenant forums, and the Borough Resident Panel).
- To represent the service area at key events and on behalf of the Head of Service when required.
- The post holder may be exposed to disagreeable or unpleasant working conditions abusive customers, dirt, inclement weather.
- To embed the requirements of the Councils Equal Opportunities policy within the day-to-day activity of the demand led repairs service.
- The post holder will be committed to the wider equality agenda and adhere to the Councils Equal Opportunity goals.
- The above-mentioned duties are neither exclusive nor exhaustive. From time to time, you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within your grading level and competence.

Budgetary Responsibilities & Amount

- To actively manage the annual budget of approximately £9 million ensuring sound financial oversight and scrutiny.
- Develop and maintain robust controls in terms of both budget and performance monitoring across the Repairs service area.
- To be responsible for managing Contractors including monitoring contractual payments and post work inspecting a proportion of the completed jobs.
- To ensure receipt of accurate financial data (including accruals) from the relevant IT systems, from contractors, in order that robust financial monitoring is in place and can be properly assessed / evaluated.
- To contribute to the annual budget setting process
- Make financial decisions within the LBR overall scheme of delegation (authority to approve up to £25,000)

Performance Management

- Responsible for the leadership of the R&M Team ensuring that colleagues have clear objectives, are supported, developed and effectively challenged to deliver an excellent service with customers at the heart.
- To coordinate and lead the monthly KPI collection and commentary for all workstreams disrepair, aids & adaptations, responsive repairs, damp & mould and voids).
- Review and agree annual targets for contractors across a suite of Key Performance Indicators.
- Plan and allocate resource as required to enable delivery of work streams.
- Lead on the active management of performance across the Responsive Repairs and Voids supply chain (and monitoring through the monthly Contract meetings).
- Analyse the monthly performance data in collaboration with the Service Managers, promoting a culture of service improvement through accountability and learning.
- Escalate persistent and/or serious under performance with the Contractor through the relevant contract monitoring channels.
- Propose and implement new processes and procedures as required.

Person Specification

Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important

		A - I - T	Weighting
Minimum Education/Qualifications:	<ul style="list-style-type: none"> Educated to degree or post-graduate level Professional technical qualification – for example RICS 	A/I	3
	Or	A/I	3
	<ul style="list-style-type: none"> Proven leadership in managing housing repairs and maintenance in local government or social housing 	A/I	3
Minimum Experience/Knowledge/Skills	<ul style="list-style-type: none"> Demonstrated expertise in the successful delivery of all reactive & void maintenance operations including Disrepair & Damp & Mould etc. 	A/I	3
	<ul style="list-style-type: none"> Strong financial acumen in budget management, financial control, and procurement. 	A/I	3
	<ul style="list-style-type: none"> Experience managing & collaborating with contractors and suppliers in service delivery. 	A/I	3
	<ul style="list-style-type: none"> Technical experience of identifying, specifying, monitoring and quality checking repair activity. 	A/I	2
Minimum Competencies: Customer Service	<ul style="list-style-type: none"> Experience of leading and embedding a customer focused "can do" culture within teams, actively contributing towards the effective and efficient provision of quality services in response to enquiries from all stakeholders. 	A/I	3
	<ul style="list-style-type: none"> Experience of involving tenants & leaseholders in developing and shaping services, acting on feedback to provide excellent services. 	A/I	3

Person Specification

Communicating and Influencing Others	<ul style="list-style-type: none"> • Effective communication and negotiation skills to foster positive stakeholder relationships. • Ability to negotiate with contractors achieving excellent outcomes and value for money. • Ability to produce & present detailed reports for a range of audiences 	A/I A/I I	3 3 3
Analysis and judgement	<ul style="list-style-type: none"> • Strategic thinker with the ability to inspire teams and drive innovation to exploit new 'smarter' ways of doing things, to achieve goals. • Excellent problem-solving, decision-making, and leadership capabilities 	A/I A/I	3 3
Planning, Organising & Achieving Results	<ul style="list-style-type: none"> • Highly organised, detail-oriented, and committed to delivering excellent customer service • Ability to plan, manage and monitor projects and programmes of work, including ability to act on own initiative and meet deadlines 	A/I A/I	3 3
Budgetary	<ul style="list-style-type: none"> • Ability to manage and control budgets and information systems. 	A/I	3
Strategic Perspective	<ul style="list-style-type: none"> • A sound understanding and experience of working within a multicultural environment with vulnerable residents and an acute awareness of equality matters 	A/I	3
Special Conditions	<ul style="list-style-type: none"> • To attend evening and weekend meetings as required • Where required, to work on a rota basis to be on call out of hours duties including weekends and bank holidays 	I I	3 2

Benefits Package

Financial

- Fair and attractive salaries – as a minimum we offer London Living Wage (including apprentices)
- Excellent holidays minimum of 28 days per annum for full time staff rising to 33 days after five years service
- Attractive pension scheme that includes an employer contribution rate of up to 19.1%.
- Enhanced Occupational Sick Pay up to 6 months full-pay and 6 months half-pay, subject to length of service
- Generous special leave arrangements for emergencies in life
- Flexible working arrangements - offered to meet your needs and ours
- Hybrid working model
- Excellent policies that support our staff throughout their careers at Redbridge

Investing in you

- Extensive Training and Development opportunities both accredited and informal
- Monthly and annual staff recognition schemes
- Mentoring Scheme open to all staff
- Well supported Staff Equality Networks that are open to all staff
- Employee benefits scheme through an external benefits provider
- High quality IT technical equipment to support effective hybrid working

Health & Wellbeing

- Employee Assistance programme – offers an independent and confidential support and advice to staff on various issues which may be affecting their physical and mental wellbeing
- Trained Mental Health First Aiders throughout the organisation
- Occupational Health Support
- Eye Test reimbursement scheme
- Subsidised gym membership
- Cycle to work scheme
- Annual Calendar of events to provide opportunities for staff to celebrate important events and initiatives

Equal Opportunities

We are committed to employment practices that promote diversity and inclusion in employment and welcome applications from qualified applicants regardless of age, disability, gender identity, sex, marriage and civil partnership status, pregnancy and maternity status, colour, race, religion, or belief.

Contact Us

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