

Assistant Director of Property Operations

Job Description

Pod: Property

Reports to: Chief Operating Officer

Direct reports Home Safety Manager, Legal Disrepair Surveyor - Complex Case Specialist & Repairs & Voids Manager



As the Assistant Director of Property Operations, you will lead a dynamic team responsible for delivering responsive repairs, void management, disrepair resolution and home safety services that positively impact our customers' lives. This role requires someone passionate about delivering excellent day-to-day property maintenance services, with a strong technical background, exceptional leadership skills and a focus on continuous improvement. You will work at pace in a challenging environment, ensuring that our operational property services are aligned with our corporate objectives, regulatory requirements and customer needs.

Key Responsibilities

Operational Service Delivery

- Provide strategic and operational leadership across responsive repairs, void turnaround, legal disrepair management and damp, mould and condensation services.
- Lead delivery of responsive repairs and maintenance, setting clear KPIs for first-time fix, appointment adherence and customer satisfaction, ensuring underperformance is addressed swiftly.
- Lead delivery of the planned and cyclical works programmes, ensuring investment is targeted, timely and delivers value for money.
- Drive efficient void turnaround and re-letting standards, minimising void loss while maintaining quality and compliance.
- Oversee the disrepair caseload, working closely with the Legal Disrepair Surveyor to reduce exposure, improve response times and address root causes.
- Ensure full compliance with Awaab's Law, embedding robust processes for identifying, reporting and remediating damp, mould and condensation within statutory timescales.
- Responsible for acting as the risk owner for the service area, ensuring the effective identification, assessment, and management of operational risks, and maintaining oversight of day-to-day organisation activities.
- Responsible for the effective financial management of the service area, including budget planning, monitoring and forecasting income and expenditure, ensuring value for money, and maintaining robust financial controls to deliver core objectives within budget in line with Red Kites policies and objectives.
- Responsible for ensuring robust governance within the service area, including compliance with regulatory requirements and internal policies, supporting effective decision-making, maintaining appropriate controls and assurance processes, and upholding transparency and accountability in line with the expectations of the social housing sector.
- Responsible for leading and developing people within the service area, including setting clear expectations, addressing conduct concerns supporting performance and development, fostering an inclusive and engaging culture, and ensuring colleagues

are equipped and motivated to deliver high-quality services aligned to Red Kites values and behaviours.

Landlord Compliance (FLAGEL)

- Hold accountability for landlord statutory compliance across Fire, Gas, Asbestos, Legionella, Electrical and Lift safety.
- Ensure robust assurance frameworks, clear audit trails, proactive risk mitigation and effective escalation to Exec and Board.
- Maintain 100% compliance with all statutory testing and certification requirements.

Customer Focus & Tenant Voice

- Embed a tenant-led approach by co-designing services with residents and using feedback, complaints and satisfaction data to improve service accessibility, responsiveness and outcomes, particularly for vulnerable residents.
- Develop mechanisms to measure the impact of repairs services and address service delivery trends identified through complaints and customer insight.

Performance, Data & Continuous Improvement

- Drive service delivery through robust data, insight and performance analytics, including dashboards that support operational control, forward forecasting and informed decision-making.
- Champion digital transformation within repairs and compliance services, ensuring systems and processes support efficient scheduling, diagnostics and value for money.
- Lead continuous improvement initiatives across all operational areas, embedding a culture of ownership and accountability.

Budget & Resource Management

- Manage significant revenue budgets for repairs, voids and compliance, optimising delivery models to balance cost, quality, performance and customer satisfaction.
- Manage significant capital budgets, ensuring effective financial control, forecasting and reporting.
- Ensure effective contract management for repairs and maintenance contractors, holding partners to account for quality and performance.

Collaboration & Leadership

- Work collaboratively with Housing, Customer Services, Safeguarding and the Assistant Director of Asset Strategy & Delivery to ensure joined-up property services aligned with wider business goals.
- Build and lead a high-performing team, developing capability and ownership while maintaining compliance with health and safety, data protection and other relevant legislation.

- Ensure flexibility and responsiveness to meet customer needs, including out-of-hours support when necessary.

Qualifications, Skills & Experience

- Proven ability to shift culture towards customer focus, ownership and continuous improvement.
- Extensive experience managing responsive repairs, void works and contractor relationships.
- Deep understanding of FLAGEL compliance frameworks, Awaab's Law, damp & mould best practice, disrepair legislation and Housing Ombudsman expectations.
- Significant management experience within the social housing/property sector, with responsibility for budgets, resources and operational service delivery.
- Strong background in health and safety regulations and relevant legislation.
- Proven experience in contract management and performance management of external partners.
- Minimum HNC in construction or building services.
- CIH Level 5 qualified.
- Desirable qualifications: MRICS, MCIQB, or equivalent professional standing.
- Proficient in IT, with the ability to leverage technology to enhance service delivery.

Our Essentials

- Aligned to our values and able to inspire others to embed them into everything we do
- Strong, visible leader with the ability to set clear direction, inspire teams and drive accountability.
- Inspirational leadership with the ability to motivate and communicate effectively with staff and stakeholders.
- Strong organisational skills with the ability to prioritise and manage multiple objectives.
- Resilient and credible in leading services through scrutiny, challenge and change.
- Ability to think creatively and solve problems independently.
- A passionate, determined and customer-focused leader committed to promoting equality and diversity.

General Responsibilities

This section outlines the broader responsibilities and organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

- Tenant Focus - Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
- Compliance and Regulatory Standards - Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
- Safeguarding - Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
- Health and Safety - Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
- Equity, Diversity and Inclusion (EDI) - Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
- Values and Behaviours - Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
- Data Protection and Confidentiality - Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
- Financial and Resource Responsibility - Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
- Flexibility Clause - Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
- Hybrid Working - Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
- Commitment to Professional Development - Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.