

Head of Property

Job Description

Pod: Property

Reports to: Director of Property & Development

Direct reports: Assistant Head of Property, Home Safety Manager, Legal Disrepair Surveyor - Complex Case Specialist & Interim Repairs & Voids Manager



Red Kite's Expectations

As the Head of Property, you will lead a dynamic team responsible for delivering improvement programs, responsive repairs and home safety services that positively impact our customers' lives. This role requires someone passionate about delivering excellent property maintenance services through contractors, 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 property maintenance services are aligned with our corporate objectives and customer needs.

Key Responsibilities

- Develop and manage high-quality services that meet customer expectations, ensuring continuous service improvement.
- Provide strategic technical advice on property-related issues to the Board, managers and stakeholders.
- Implement the procurement strategy to ensure value for money and achieve business objectives.
- Lead the Home Safety, Asset Management and Responsive Repairs teams to meet corporate goals and maintain the Red Kite Standard.
- Inspire and empower staff to develop their skills and focus on continuous improvement.
- Lead market research to understand customer needs and identify best practices in the property sector.
- Drive innovative solutions to reduce repeat repairs and improve cost efficiency.
- Ensure compliance with health and safety, data protection and other relevant legislation, while keeping staff and stakeholders informed of updates.
- Develop specifications that consider the whole life cost of materials and promote sustainable solutions.
- Collaborate with senior leadership and other teams to align property services with wider business goals, including sustainability and development strategies.
- Monitor key performance targets and ensure service delivery is aligned with corporate priorities.
- Oversee the management of budgets, financial resources and investment planning to deliver value for money.

Other Responsibilities

- Develop work programs to maintain and improve assets while ensuring compliance.
- Lead large cyclical maintenance and refurbishment programs.
- Conduct specification reviews and incorporate new technology and products.
- Champion the use of the Keystone Asset Management System to inform investment plans.
- Develop mechanisms to measure the impact of community repairs and address service delivery trends.
- Ensure consistency and quality of work through collaboration with the Head of Development.
- Play a role in new housing development projects and ensure alignment with the corporate strategy.
- Support recruitment, training and development of staff within your team.
- Manage performance data and key performance indicators to ensure targets are met.
- Ensure flexibility and responsiveness to meet customer needs, including out-of-hours support when necessary.

Experience

- Proven experience in successful project and contract management, with knowledge of up-to-date procurement methods.
- Extensive experience in managing repairs and construction contracts, including compliance with procurement rules.
- Strong background in health and safety regulations, building codes and other relevant legislation.
- Significant management experience within the social housing/property sector, with responsibility for budgets, resources and service delivery.
- Experience in developing and implementing strategies and managing complex residential property maintenance programs.
- Understanding of the challenges facing housing associations, including compliance issues related to gas, fire, legionella, asbestos, electrical requirements and damp mould and condensation.

Qualifications & Skills

- Minimum HNC in construction.
- Desirable qualifications: MRICS, MCIQB, or equivalent professional standing.
- 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.
- A team player who fosters a collaborative work environment.
- A clear communicator, skilled in negotiation and consultation.
- Ability to think creatively and solve problems independently.
- Proficient in IT, with the ability to leverage technology to enhance service delivery.
- A passionate, determined and customer-focused leader committed to promoting equality and diversity.