

**BERNICA**



# Candidate Pack

Head of Property

Maintenance Operations

# Foreword

Statement – Executive Director Asset and Growth

**Hello, and thank you for your interest in the role of Head of Property Maintenance Operations.**

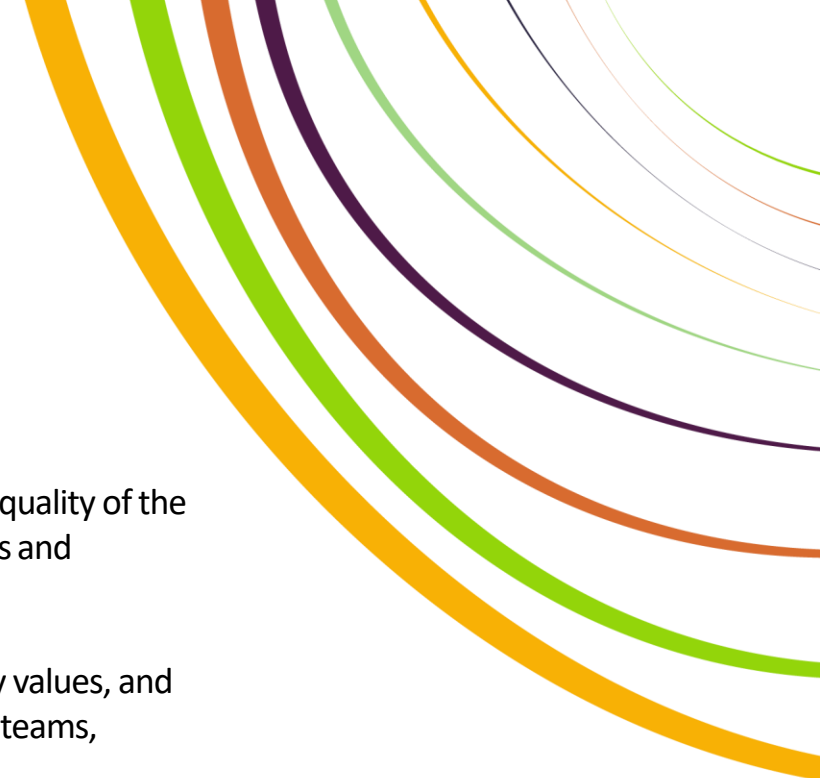
At Bernicia, we believe a good home makes lots of other things possible. That belief sits at the heart of everything we do, and it is why we are so committed to providing great homes and services that do just that.

This is an exciting time to join us. We have a strong track record of delivery, a clear sense of purpose, and ambitious plans for the future. The role of Head of Property Maintenance Operations will be central to helping us achieve those ambitions and continue improving the experience we provide for our customers.

This is a role with real scope to make a difference. You will lead an important service that touches people's lives every day, ensuring repairs and maintenance are delivered in a way that is responsive, efficient and genuinely focused on customer needs. You will work with colleagues and partners across Bernicia to create a seamless service, while also helping us improve, innovate and build on what we do well.



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# Foreword

## Statement – Executive Director Asset and Growth

We have made significant investment in our homes, and we want to ensure that investment is matched by the quality of the services our tenants receive. That means taking a joined-up approach to managing our homes, neighbourhoods and services, while always keeping the needs of our tenants and customers at the centre of our decisions.

As a senior leader, you will also play an important part in shaping our culture. We are proud of our Bernicia Way values, and we are looking for someone who will lead with authenticity, visibility and purpose — someone who will inspire teams, encourage collaboration and help create an environment where people can do their best work.

If you share our commitment to making a positive difference, and you are excited by the opportunity to lead an important service area at the heart of Bernicia, I would be delighted to hear from you.

# About Bernicia

The Bernicia Group is one of the North East's largest housing associations, providing over 14,000 homes across Northumberland, Tyne and Wear, Durham and Tees Valley. We offer a broad range of property types and tenures to meet diverse housing needs.

We recognise the significant impact that great quality, safe and secure homes have on people's health, well-being and life opportunities. The success of our 2022-2026 corporate strategy demonstrates a strong track record of delivery and establishes a solid foundation for future growth.

Our core strategies set out our strategic aims and priorities in relation to our core business activities, our homes, new and existing, and our services to tenants and customers. The Asset Management Strategy details our strategic aims and objectives in relation to our existing assets and outlines our approach to designing and delivering our services over the next five years (2026 to 2031), seeking to support the development of a shared understanding between Bernicia, its tenants, customers and key stakeholders on the outcomes required from Bernicia's assets.

We maintain a robust and comprehensive understanding of our housing stock through on-going analysis of condition surveys, repairs data, complaints, and other customer insights, which inform our investment programmes.



# About Bernicia

We have completed our programmes of building and customer safety works, with this and our control of landlord compliance ensuring the continued safety of our tenants. Over 92% of our tenants' homes now achieve SAP C or above, helping reduce energy costs for tenants and tackle fuel poverty.

We have exceeded our targets for new home delivery, completing more than 400 high quality homes in the last 2 years, alongside securing a robust development pipeline.

Insight-driven, customer-focused approaches have been firmly embedded throughout our operations, helping us sustain upper quartile levels of customer satisfaction, and positive performance indicators, across a range of sector metrics.

Our commercial subsidiary, Kingston, delivers leasehold & estates management services on behalf of owner occupiers, estate agency and private rented accommodation. Operating on a 'profit for purpose' basis, their surplus is donated to Bernicia Foundations, where we support people in to training and employment and deliver financial and social inclusion initiatives.



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# About Bernicia

Our success is reliant on our highly engaged, high performing teams, who truly are our greatest asset. Collectively, our colleagues have the skills, expertise and determination to deliver a host of housing-related solutions to meet a range of needs across communities in the Northeast. We value our tenants and customers, work together, respect each other and have the highest levels of accountability and integrity, we deliver what we say we will do, something our tenants, customers and partners can rely upon.

So, we look forward with a determination and drive to help further improve the quality of life for our tenants and customers, and the prospects of wider communities, through The Bernicia Effect, Supporting Opportunity, our 2026-2031 corporate strategy.



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## Vision

(our overall impact)



## Mission

(our purpose, how we deliver our vision)

# Mission and Vision

**We believe a good home makes lots of other things possible, so we provide great homes and services that do just that. By listening to tenants and customers, and supporting opportunity across the North East, we can enhance communities and help transform our region; it's called The Bernicia Effect.**

**Investing in homes, services, people and partnerships to make a positive impact on the communities of the North East:**

We will invest to provide quality new and existing homes, in the provision of services that respond to our tenant, customer and business requirements, in our people, and in the communities within which we operate.

**We will invest in the North East and in doing so will help unlock the potential of our region.**

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# Values



## Customer Focused

We understand our customers and champion customer focus.



## Trusted

We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.



## Respect for People

We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.



## Leadership

We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.



## Collaborative

We collaborate to help meet the needs of tenants and customers, partners and the wider North East.



# BERNIA

# Location

The Asset & Property team operates across our Ashington, Durham and Berwick offices, together with our depots in Berwick and Spennymoor.

The primary office base for the role is Ashington, and this is where the majority of corporate meetings take place. There will be a requirement to spend time with the teams in the other office locations.

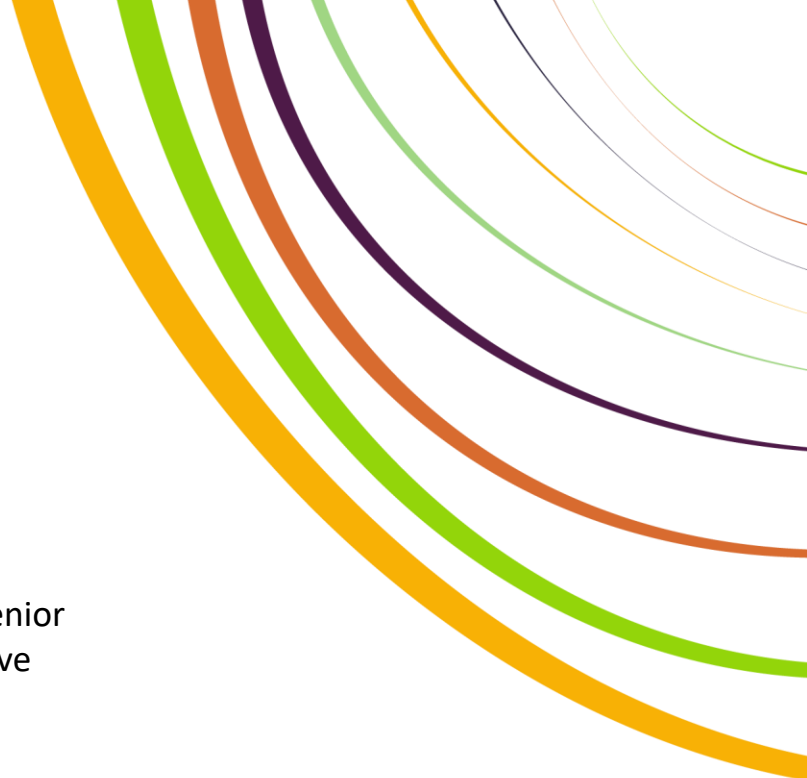
Given the seniority and expectation to set culture and role model our “Bernicia Way” values, you would be required to operate from an office location for a minimum of 3 days each week. Beyond this you may operate with discretion, flexibility and choice, whilst ensure the successful delivery of the objectives of the organisation and your service area.

Travel across our operational areas will be required, including our Berwick office, as may occasional national travel on an ad-hoc basis.

Business mileage can be claimed for travel on business purposes in excess of a colleague’s journey from home to their work location, and from their work location to home. Reimbursement for mileage is made in line with the relevant HMRC Approved Mileage Allowance Payment (AMAP) approved rates.

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## Salary

Salary is £70,536.00 | Car allowance is £2,142.00 | In Lieu of car is £3,250.00

## Hours:

Bernicia has a general working week of **37 hours Monday to Friday**. This is, however, a role within our Senior Leadership Team, and flexibility is therefore expected to ensure role requirements are successfully achieved

## Contract:

Permanent

## Closing Date:

29<sup>th</sup> June 2026.

## Role Benefits:

- 28 days annual leave (plus bank holidays) for full time employees
- Health cash plan membership so you can save money by claiming cash back – over £1000 each year - towards essential healthcare such as dental, optical, physio and loads more. We'll also cover the costs of including any dependent children in the scheme – up to the age of 21 or 24 if in full time education – that you may have.
- Access to savings on gym memberships plus cash back and discounts on purchases from major retailers including supermarkets, travel, cinema and more.
- Generous pension scheme with life insurance of 3 x salary



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Interviews will be taking place week commencing 6<sup>th</sup> July.

For more information regarding this role, please contact:

**David Pye, Executive Director Asset & Growth**

**Tel 07921 872238**

We reserve the right to close this vacancy earlier than advertised, should we receive a large volume of applications.

The Group is fully committed to the promotion of equal opportunities, and we particularly welcome applicants from groups who are currently under represented at Bernicia.



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