

Bernicia Group Role Profile

Title: Head of Property Maintenance Operations

Reporting to: Managing Director, Property & Construction

Date: May 2026

Purpose

You will use your strengths and passion to lead your team in the delivery of Bernicia's R&M services, driving continuous improvement in ensuring commercial and customer focused outcomes.

Using your commercial acumen, you will act as principal contractor, delivering a best in sector high quality, efficient, timely, collaborative, customer focussed and value-driven responsive, routine, cyclical and void property maintenance service, all in line with budgetary requirements, operational indicators, and regulatory/statutory requirements.

Utilising your analytical and financial skills, you will lead your team in the development, monitoring and timely review of budgets and improvement plans, with these based upon accurate, validated, timely and high-quality data, driving and ensuring delivery to budget, time, quality and customer satisfaction, with full mitigation of risk and management of H&S.

A key focus is enabling the Corporate and Asset Management Strategies through evidence-based decisions, strong financial planning, management of operational performance and excellent customer engagement.

Accountabilities

Operational

Lead the effective day-to-day delivery of your service area, ensuring high operational performance, strong financial discipline, and delivery within budget each month and across the financial year. Oversee contract and procurement activity and ensure service design supports efficient, customer-focused delivery.

Work collaboratively across the Bernicia Group and external stakeholders to deliver a seamless end-to-end repairs journey. Ensure that services are designed and continuously improved to maximise customer satisfaction, increase right first time repairs and deliver efficient, value for money outcomes.

Use data, customer insight and operational intelligence to identify improvement opportunities, inform investment priorities and ensure the effective use of budgets to achieve sustainable, high-quality service delivery outcomes.

Provide effective visible leadership that motivates and develops teams, fostering a culture of collaboration, accountability and excellent customer service.

Develop and deliver the annual operational and improvement plans, ensuring budgets, performance indicators, service standards, major initiatives and key milestones are consistently monitored, managed, reported, reviewed and achieved.

Ensure all property maintenance activity is delivered safely, consistently and in full compliance with regulatory and landlord obligations, maintaining robust assurance across all areas of statutory and regulatory responsibility.

Ensure responsibility and accountability for managing and overseeing contractors undertaking work on behalf of Bernicia is embedded within the team, ensuring all standards and regulatory requirements are met. Identify and act immediately on any breaches.

Embed clear accountability for the management and oversight of external contractors and supply chain, ensuring all work meets required standards, performance targets and regulatory expectations, and take immediate action where any breach or risk is identified, monitoring and reviewing these to full resolution.

Use operational, financial and customer insight data to monitor, control and report on performance, identify trends, and drive continuous improvement in service delivery, productivity and customer experience.

Embed effective performance management frameworks, ownership and accountability across the service, ensuring outcomes are regularly reviewed with teams and stakeholders and that improvement actions are implemented promptly.

Optimise resources and performance to ensure services are delivered efficiently, effectively and in line with agreed customer expectations and organisational priorities.

Ensure all activity is delivered in accordance with Group policies, procedures and governance requirements, including full compliance with all statutory duties.

Strategic

Contribute to the development of operational strategies, including appropriate risk strategies, and lead on the development, implementation and management of policies and procedures, as required. Ensure compliance with these and all relevant legislative and regulatory requirements inclusive of the Regulator of Social Housing as a minimum.

Research industry best practice, regulatory and statutory obligations advising of implications arising together with opportunities to develop and improve the service, dovetailing this to complement with and support Bernicia's key strategies ensuring a consistent and collaborative approach is applied.

Develop and deliver a service that effectively maintains the group's assets and supports the ethos and approach to effective business management and delivers Bernicia's key Corporate, Asset Management and Value for Money strategies.

Contribute and develop the services annual/operational plans including business plans and budgets, service standards and other service related initiatives and effectively monitor their delivery.

Identify, review and effectively manage operational and strategic risks to the business maintaining and updating appropriate risk registers and effecting appropriate policy and procedural change to effectively mitigate risk.

Ensure that operational insight, including data relating to demand, performance, cost and customer feedback, informs strategic decision making, business planning and future service design.

Ensure all members of the team are sufficiently competent in the delivery of services, identifying gaps in knowledge, experience or training and acting accordingly to maintain competency.

Provide expert advice and produce timely reports and support to the Executive Directorate/Senior Leadership team, management teams and project teams on matters relating to your service area.

Represent Bernicia at relevant partnership meetings to complement and enhance the planning of operational services.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.

As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.

- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive, and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential/Desirable Skills & Experience

Essential criteria:

Chartered Status or Degree or demonstrable and significant relevant experience at a similar level (all in a relevant and related discipline)

A strong and proven track record of leading the day to day delivery of R&M, including operational performance management, contract administration, and management/control of large budgets.

Demonstrable experience of leading the day to day activities of a customer facing property team, embedding commercialism, continuous improvement and customer involvement at its core.

Experience of the day to day management of construction professionals, multi-disciplined operational teams, and subcontractors, successfully delivering the required outcomes in a performance driven culture.

Ability to interpret and analyse complex data and information (such as financial, performance and trend data), making clear decisions/ recommendations to ensure delivery of the asset management strategy and strategic corporate objectives.

Knowledge understanding of the current and emerging key regulatory requirements within the housing and construction sectors, including a comprehensive knowledge of current and future challenges in the field of construction/housing and relevant related legislation.

Controlling, monitoring and reviewing performance and providing timely and accurate reports and recommendations to senior teams

Desirable criteria:

Leadership/management qualification

Recognised Health and safety certificate

Proficient in Microsoft office/equivalent

Project management qualification

Key regulatory requirements of the housing sectors regulatory function.

<p>Ability to present complex written and verbal information in a clear, concise and professional manner.</p> <p>Willingness to work outside of normal business hours</p> <p>Committed to continuous learning and self-development.</p> <p>Positive 'can do' attitude</p> <p>A full driving licence and have use of a vehicle for work purposes</p>	
<p>Signed by Post holder..... Date</p> <p>Signed by Manager Date</p>	

Values	
Value	Expectation
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.

