

Head of Operations - Responsive Repairs

Recruitment pack
April 2026



ALLCROFT ASSOCIATES
EXECUTIVE SEARCH

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Your application

Thank you for your interest in this post. On the following pages, you'll find all the information you'll need to know about the role and the selection process to help you complete and tailor your application.

Please send us the following to apply:

- An up-to-date CV which outlines your full career history – please try to keep this to no more than three pages.
- A supporting statement that explains why you are interested in this role, why you are a good candidate and how you fulfil the person specification – again, please try to keep this to three pages.
- The declaration form – while completion of the equalities section is not mandatory, we do like to monitor this as part of our commitment to equality and diversity.

Please take the time to ensure you send us all of the above so we can consider your application.

All documents should be sent to our exclusive recruitment partner, Jim Allcroft, at Allcroft Associates on jim@allcrofta.com, preferably in MS Word format.

**Applications must be received by
27 May 2026 at 12pm.**

We always send you confirmation of your application. If you don't receive this within 24 hours of sending it, please email jim@allcrofta.com or call **07783 701 922**. Please send your application from a secure email address to avoid it being treated as spam and refer to the role and organisation in the header.

If you would like to have a chat about the role and organisation, or if you have any other questions to help you decide whether to apply, then please email jim@allcrofta.com or call **07783 701 922**. As part of the process, you'll be given the opportunity to speak to Andy Lessels, Group Assistant Director - Operations and Support Services at Karbon Homes, on an informal basis to further discuss the scope of the role.

You can also read more at
<https://allcrofta.com/projects/karbon>



Welcome to Karbon Homes

Thank you for your interest in joining Karbon as our Head of Operations – Responsive Repairs. This is a key leadership role within our Property Services Team and a brilliant opportunity to make a real difference to the lives of our customers across the North East.

In this role, you'll lead the delivery of around 120,000 responsive repairs each year, working with a highly committed team of managers and trade colleagues. You'll play a critical part in shaping a service that is customer-focused, efficient and delivered right first time, while continuously striving for top-quartile performance.

We're looking for a visible, values-led leader who is passionate about excellent service and energised by working in a fast-paced, high-profile environment.

You'll provide leadership and direction to the Responsive Repairs Management Team, promoting collaboration, accountability and high performance and acting as a positive role model across the wider organisation.



At Karbon, we pride ourselves on balancing a strong business head with a social heart. If you're motivated by the opportunity to use your leadership skills to improve services, support colleagues and deliver the best possible outcomes for our customers, we'd love to hear from you.

Best of luck with your application.

Andy Lessels
Group Assistant Director - Operations and Support Services

About us

At Karbon we build, manage and look after homes for people across the North. And then we go further, we give them the strong foundations they need to get on with life.

Since our creation in 2017, we've been focused on delivering on our three strategic aims - to provide good quality homes; to deliver excellent service to our customers, and to shape strong, sustainable places for our communities. You can read more about this in our **[Stronger Foundations Strategy](#)**

Our footprint covers the North East of England and Yorkshire, with around 34,000 homes across diverse communities where customers face differing opportunities and challenges.

Some customers just need an affordable home, or a way onto the property ladder. Others might need a bit more – financial advice, community services, sheltered accommodation or even training that can lead to a new job. Whatever people need to feel more secure, confident and happy with where they're at, we aim to provide it.

We always make the effort to really understand our customers. We believe that everyone deserves respect. Everyone's voices should be heard. And everyone deserves someone in their corner now and then. We believe that by focusing on our three strategic aims, combining a sound business head with a strong social heart and staying true to our values, we will build strong foundations for even more people.

Our values

Here at Karbon, we have five values that reflect our ethos of a sound business head and a strong social heart:

Inspiring

We believe in people and create the conditions for them to succeed and unlock their own potential.

Dynamic

We continually learn and innovate so we are able to respond to change and be the best we can be.

Bold

We go forward with confidence and are passionate, proactive and influential in building a better future.

Reliable

We use our knowledge and experience to be effective and efficient and make sound, well-informed business decisions with integrity.

Thoughtful

We work hard to understand the needs and aspirations of others and are mindful of our impact on people, communities and the environment.



Role profile

Head of Operations - Responsive Repairs

Reports to:

**Group Assistant Director -
Operations and Support
Services**

Responsible for:

- Effective delivery of c120,000 responsive repairs across Karbon Homes' geographical footprint.
- Developing and delivering a high-quality, cost-effective repairs and maintenance service that is valued by customers.
- Responsibility for a budget of c.£21m and a team of more than 150 managers and colleagues, external contractors and suppliers.

Role purpose:

- To be accountable for the effective delivery, development and management of the highest possible standard of repairs and maintenance services across Karbon Homes' geographical footprint.
- Provide leadership and direction for that part of the Property Services Team.
- Act as a positive member of the Karbon Property Services Management teams, encouraging collaboration and enthusiasm for the effective management of the service, inspiring a culture that delivers results and service excellence, promoting the Karbon values and brand.
- Define and develop key relationships with internal and external stakeholders.



Role profile

Head of Operations - Responsive Repairs

Key Responsibilities:

Leadership:

1. As a member of the Property Services Management Team, contribute to the future direction and success of the service through the development of Karbon's Property Services strategy, performance management and improvement tools.
2. Provide effective leadership, management, motivation and support to staff in the Group's Property Services team.
3. Develop and maintain key external relationships with all relevant bodies.
4. Act as a role model for the Group's values and culture, demonstrating and embedding a coaching style of leadership, ensuring that all employees are supported and engaged in the delivery of the Group's objectives.
5. Support and embed structural and cultural business change and service improvement, through implementation of corporate strategies and plans.
4. Work closely with colleagues in Property Services, primarily the Head of Support Services, to ensure the successful ordering and delivery of materials and stock to over 150 trade operatives.
5. Budget management of c£21m and implementing processes and procedures necessary to enable effective service delivery within the budget envelope in a demand-led service.
6. Lead, motivate and inspire employees to develop a culture of service excellence and continued personal development and growth.
7. To be responsible for investigating and responding to complaints and queries from customers and stakeholders, ensuring that lessons are learnt and using feedback to embed a culture of continuous improvement across the Property Services teams.
8. Ensure high levels of productivity, cost effectiveness and quality across all resources delivering repairs, including robust monitoring and management of sub-contractors, materials and suppliers in line with policies, processes and legislation.
9. Lead on Karbon's approach to damp and mould and ensuring our response is compliant with current and future legislative requirements.

Delivery:

1. In conjunction with other Heads of Service and Assistant Directors, ensure the provision of a safe and effective out of hours service that runs 24 hours a day, 365 days a year, with the correct skills and resources to meet demand across all our operating footprint.
2. Support the Head of Karbon Solutions to deliver a cost effective and high-quality services to Karbon Homes' partners through the cost sharing vehicle or other arrangements.
3. Responsible for the delivery of strong performance on responsive repairs particularly in relation to repairs completed on target, first time fix and customer satisfaction targets. Strive for top quartile and developing innovative plans for continuous improvement of the service to customers and the standard of property assets.

Role profile

Head of Operations - Responsive Repairs

Organisation wide:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services within the division fully comply with all organisational policy and procedures.
4. Ensure that the risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Leadership team for the effective management and utilisation of the Group's assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
8. Ensure that Karbon Homes complies with all legal, regulatory and health and safety requirements.

The Head of Operations – Responsive Repairs is part of the Property Services Management teams who will be responsible for a wide range of activities as would be expected of an organisation of this size. As with all management positions of this nature there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.



Person specification

Head of Operations - Responsive Repairs

Experience and qualifications:

- a. A strong record of demonstrable achievement at senior level in an organisation of comparable size and complexity to Karbon Homes, in property services.
- b. Significant experience of leading the development and delivery of a large workforce responsible for responsive repairs or associated activity across a defined geographical footprint.
- c. A clearly evidenced track record of managing change and delivering service improvement.
- d. Experience of working in partnership with internal and external stakeholders to deliver excellence.
- e. Experience of collaborating and working as part of an effective management team.
- f. Relevant degree or relevant professional qualification, or equivalent work experience, and evidence of continuing professional development.

Knowledge:

- g. Good knowledge of repairs and maintenance services in housing to include regulation, legislation and best practice.
- h. Comprehensive working knowledge of issues affecting property services and how to improve performance in this area.

Skills:

- i. Leadership skills and the ability to coach, motivate and engage others.
- j. Ability to manage significant budgets within tight controls.
- k. Well-developed level of skills in strategic and analytical thinking.
- l. Ability to interpret and analyse financial information and complex data.
- m. Ability to critically evaluate opportunities to maximise the use of new technologies.
- n. Ability to identify and manage risks and make sound judgements, whilst not being risk averse.
- o. Experience of leading and managing a multi-disciplinary team and harnessing talent at all levels.
- p. High level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences.

Attributes:

- q. Transparent and open, acting with integrity and able to build high levels of trust.
- r. Committed to diversity and inclusion.
- s. Champions innovation and encourages ideas.
- t. Resilient and able to work under pressure.
- u. Collaborative and inclusive.
- v. Contribute to the development of, and actively role model and champion, the Karbon vision, values and purpose.



Our senior management structure

– Property Services



Jonathan Fletcher
Group Director of Property Services



Andy Lessels
Group Assistant Director
– Operations & Support Services



Andy Kennedy
Group Assistant Director
– Building & Customer Safety



John Gray
Head of Grounds
Maintenance



Allan Anderson
Head of Empty
Homes



Vacancy
Head of Responsive
Repairs



Vicky Chandler
Head of Support
Services



Steve Colby
Head of Investment



Justine Platt
Principal Quantity
Surveyor



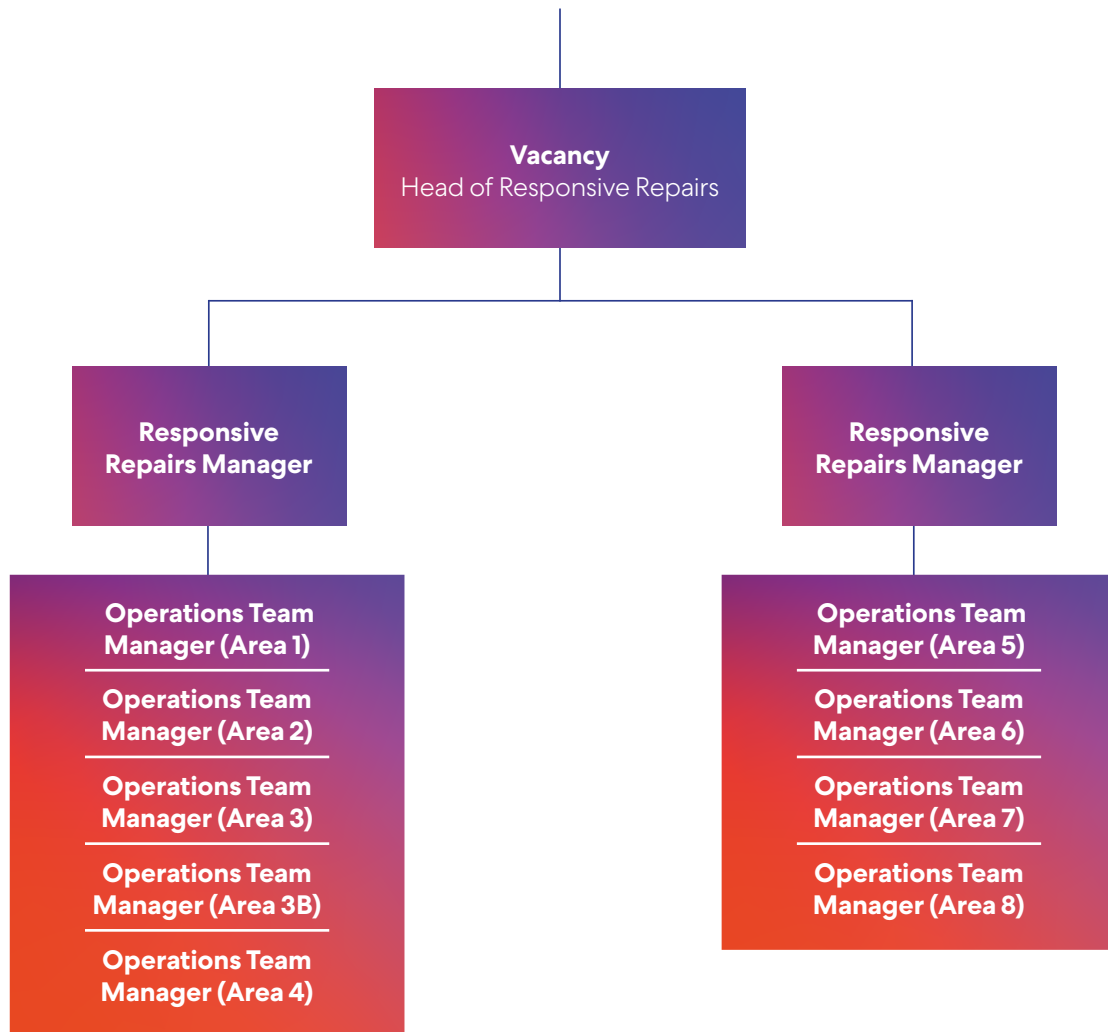
George Surrey
Head of Karbon
Solutions

The team structure

– Responsive Repairs



Andy Lessels
Group Assistant Director
– Operations & Support Services



Key terms and conditions

Remuneration:

£70,380.29 pa, plus a car allowance of £2,405.15. There is also a pension scheme - Social Housing Pension CARE (career average 1/60th).

Annual leave:

26 days pa (rising to 31 after three years' service), plus public/bank holidays and an additional day for your birthday.

Additional terms:

We support hybrid working at Karbon. The office base for this role is either Stanley or Newburn, with an expectation that you will spend at least two days per week working from the office, alongside home and flexible working arrangements.

Key dates and the selection process

Closing date:

The closing date is Wednesday 27 May 2026, 12pm.

We'll be in touch with candidates by Tuesday 2 June 2026 to tell you about the outcome of your application.

First stage interviews:

Candidates may be invited to an initial interview, which we expect to take place in early June. This date will be communicated to candidates at the relevant time.

Final interviews:

Shortlisted candidates will be invited to a final interview. We expect this will take place in mid/late June. Further details and dates will be provided at the relevant time.

