

thirteen

Homes. Communities. Support.



Repairs Director Candidate Pack

Location: Middlesbrough (Hybrid working)

Salary: £118,935pa | Generous pension



ALLCROFT ASSOCIATES
EXECUTIVE SEARCH

Welcome from Serena Heathcote



Thank you for expressing your interest in becoming our new Repairs Director.

We're a customer-focused housing association providing housing and support services across the North East, Yorkshire and Humber. Today, we own and manage more than 36,000 homes, with more than 1,600 colleagues supporting around 100,000 customers.

This is an exciting time to join Team Thirteen. We're delivering our Business Strategy, built around three priorities: happy customers, fantastic homes and brilliant people. We're also embedding our values of accountable, proactive, courageous and considerate in everything we do.

But we know there's more to do.

We're looking for a Repairs Director who'll help us build on our progress and shape the future of our repairs service. This is an opportunity to lead one of our largest operational teams, delivering responsive repairs, empty homes, compliance and supply chain services that make a real difference to our customers every day. You'll provide strategic leadership across a complex, fast-paced service, ensuring we deliver safe, high-quality repairs while continually improving performance, customer satisfaction and value for money. You'll also play a key role in developing our people, strengthening partnerships and helping us transform the way we deliver repairs.

If this sounds like the opportunity you've been looking for, I look forward to hearing from you.

Serena Heathcote
Chief Customer Officer



Who we are

We're a mid-sized housing association that provides around 100,000 people in the North East, Yorkshire and Humber regions with homes, support and opportunities to grow.

First things first – we're proud to put our customers at the heart of everything we do.

That means investing millions of pounds each year to keep our homes safe, secure and well maintained.

It means supporting people who need help to get onto the housing ladder, pay rent and to keep their home in good repair.

And it means building high-quality new homes for rent and shared ownership (we're a strategic partner in Homes England's Affordable Homes Programme).

But we don't just manage and build homes.

We help people into work and training.

We deliver services to prevent homelessness and support people affected by domestic abuse.

And we continue to take decisive steps towards net zero, as we reduce our impact on the environment.

Of course, we know we can't do everything on our own and so we place great importance on working with our partners and listening to their views.

After all, we're better together!

If this sounds like your kind of thing, please do read on.

We're passionate about providing equal opportunities and welcome a broad diversity of talent to apply for our vacancies.



Our strategy

Our Business Strategy 2024-2035 is all about achieving our vision to be the most trusted housing association, with happy customers.

Following feedback from our valued staff and partners, we made it short, simple and snappy.

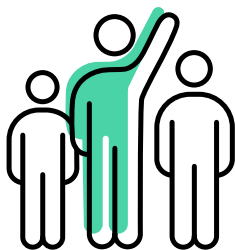
Alongside our vision, it articulates our mission, strategic priorities, values, and how they all fit together.

You'll find all the detail in the strategy document itself, including clear objectives, statements of ambition describing where we want to be in 2030 and 2035, and how we'll measure our progress along the way.

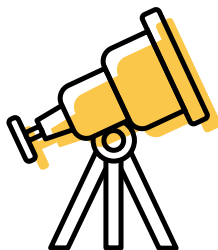


Read our Business Strategy 2024-2035.

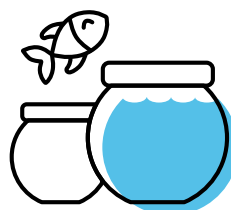
Our values



Accountable



Proactive



Courageous



Considerate

Performance highlights



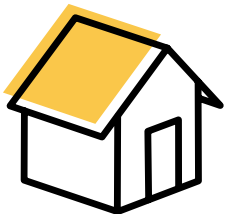
93.5% of repairs completed on time

108,000 repairs, plus over 50,000 emergencies!



93.2% satisfaction with repairs service

(target was 90%)



95% satisfaction with new homes

(target was 93%) 90%+ is recognised by the Home Builders Federation as a five-star rating.

Further reading:

Read our [Annual Report and Financial Statements.](#)

Read our [Customer Annual Report.](#)

Read our [Environmental, Social and Governance Report.](#)



About the role

Role:

Repairs Director

Salary:

£118,935

Reporting to:

Chief Customer Officer

Closing date:

12pm on Monday 10 August

Role summary

As a member of our senior leadership team, you'll lead our responsive repairs, empty homes, compliance and supply chain services.

You'll shape strategy, drive operational performance and ensure we continue to deliver safe, efficient and customer-focused services across our housing portfolio.

As the strategic lead for repairs, you'll champion continuous improvement, build high-performing teams and make sure we deliver excellent outcomes for our customers while providing value for money.

Key responsibilities

- Lead our responsive repairs, empty homes, compliance and supply chain services.
- Develop and deliver our repairs strategy.
- Improve customer satisfaction and operational performance.
- Ensure compliance with all statutory and regulatory requirements, including Awaab's Law.
- Lead financial planning across a budget of around £60 million.
- Drive contractor performance and value for money.
- Lead transformation and service improvement programmes.
- Develop and support operational teams of around 500 colleagues.
- Build strong relationships with colleagues, partners and suppliers.
- Promote innovation, automation and customer self-service.

Leadership and delivery

Provide strategic leadership across repairs operations, ensuring services are safe, efficient and customer-focused.

Drive continuous improvement, strengthen operational performance and create a culture where colleagues can deliver their best every day.

Governance and assurance

Provide strategic oversight of repairs compliance, governance and operational risk.

Ensure robust assurance arrangements are in place and provide clear reporting to the Executive Team and Board.

Candidate profile

Qualifications

- Relevant degree or equivalent experience.
- Professional qualification such as RICS, CIOB or equivalent.
- Chartered Institute of Housing Level 5 qualification, or working towards it.

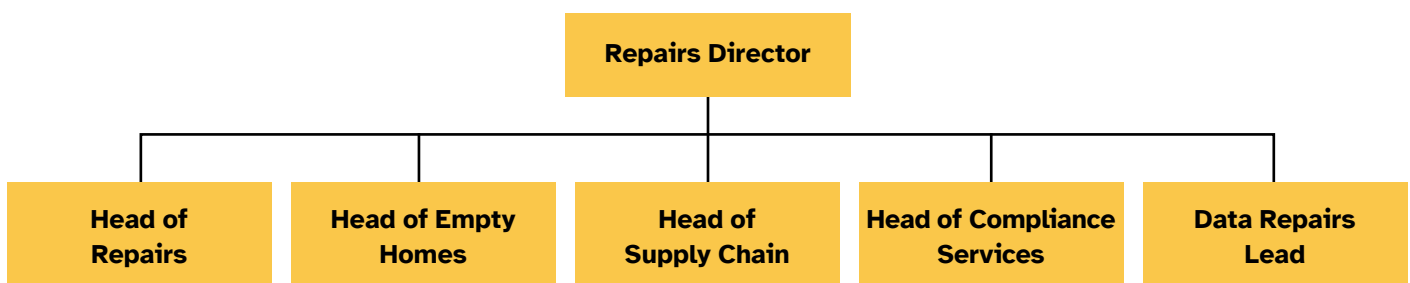
Experience

- Extensive experience leading strategic repairs, maintenance and property compliance.
- Experience leading large operational teams.
- Track record of delivering transformation and continuous improvement.
- Strong commercial, procurement and contract management experience.
- Experience operating within a regulated environment.

Knowledge and skills

- Building safety and compliance.
- CDM regulations.
- Strategic financial management.
- Data-led decision making.
- Contractor management.
- Leadership and stakeholder management.
- Customer-focused service improvement.
- Asset management and sustainability.

Group structure



How to apply

The role is being managed by our recruitment partner, Allcroft Associates.
For a confidential conversation, please contact:

Jim Allcroft
jim@allcrofta.com
07783 701 922

Applications should be made by email to **jim@allcrofta.com** and must include the following on separate documents:

- A letter of application setting out your interest in the role
- A comprehensive CV
- A completed diversity form, which you can download from **allcrofta.com/projects/repairs-director-thirteen**

Closing date for applications: 12pm on Monday 10 August.

Final stage interviews will be held in person in Middlesbrough, between 24 August and 4 September.

Equality, Diversity, and Inclusion

At Thirteen, we believe everyone is an individual. That is why we don't just provide properties; we offer a home to suit each person's needs.

We are responsible for promoting inclusivity for everyone, particularly people from underrepresented or marginalised groups.

We aspire to have an inclusive working culture and embrace diversity across Thirteen for both our customers and colleagues. In 2024 we were awarded a Bronze Talent, Inclusion and Diversity Evaluation (TIDE) Award for our approach to embedding an inclusive work culture. If you have a disability, a learning difficulty such as dyslexia, a medical condition or an individual need which you believe may affect your performance at selection, we'll be happy to adjust our processes to enable you to perform at your best.



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Working for Thirteen

If you're looking to have great days at work, you're looking in the right place!

But that's not all. When you work at Thirteen, you get access to a comprehensive benefits package too.

It includes:



**31 days'
annual leave**



**Birthday
leave**



**Simplyhealth
cash plan**



**Defined contribution
pension scheme**



**Hybrid
working**



**Car salary
sacrifice scheme**



**Relocation
support**



**Cycle to
work scheme**



**Shopping and
leisure discounts**



For full details of our vacancies visit www.thirteengroup.co.uk/jobs

Thirteen Housing Group
2 Hudson Quay
Windward Way
Middlesbrough
TS2 1QG

www.thirteengroup.co.uk



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We invest in people Gold

