



Head of Support Services (Property)

Location: Sunderland

Salary: £75,000 (plus pending pay award)

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Statement from our Executive Director of Property



Thank you for expressing your interest in the role of Head of Support Services (Property) in what is an exciting time for Gentoo.

Our core purpose is to provide safe and decent homes for customers of today and tomorrow, and this role will be vital in making sure we deliver against this core purpose.

There has never been a better time to be a part of Gentoo. Our property directorate has been brought together into one knowledgeable and experienced team, working together to maintain and invest in our portfolio of 28,500 homes, serving 60,000 customers. We are also focussed on the future and we are currently developing our new Corporate and Property Strategy which will set a clear direction of future travel for the organisation.

We are proud to be financially stable and well governed, and we are the largest housing association to have a C1 grading from the regulator of social housing for consumer standards as well as a G1 governance grading.

You will join a team with a strong track record of delivery. Over 99% of our homes have a physical stock condition survey and we have delivered over £200m of planned investment to existing homes over the past five years with an ambitious five-year, £250m investment plan approved.

We are passionate about delivering a great service for our customers, as well as a brilliant

experience for colleagues and the property maintenance team are key to this. We are continually working to improve customer satisfaction and repair timescales for customers, and we are an accredited 'Great Place to Work'. We have a vital role to play in continuing to deliver great colleague experience as we modernise our workplaces.

We invest £30m annually in the maintenance of our existing homes, and if successful you will be responsible for all support functions that support the delivery of the circa 165,000 repairs to customers' homes each year, seeking to improve our customer experience and satisfaction.

You will work across the business as a member of Gentoo's senior property team and will have a close working relationship with Asset. To be successful in this role, you will be strategic and future focused but will know the operational detail of your service area. You will need to be a clear communicator with the Senior Management and Executive Team as we navigate key strategic decisions around our homes.

If you believe you can make a difference to customers and colleagues in this role, we would love to hear from you.

Marc Edwards
Executive Director of Property

About us

We're a housing association with a social purpose that provides more than 60,000 people in Sunderland with a place they can call home.

We're a values driven organisation, with a clear vision and a commitment to investing in people, place and property.

We believe everyone has the right to live in a good quality home they can afford. We invest millions of pounds every year in keeping our existing homes safe, secure and compliant.

Working for us

At Gentoo we employ more than 1,000 people in more than 200 different job roles. Each one is rewarding and challenging. We are proud to make a difference in our communities and to our customers' lives.

We are one of the largest employers in Sunderland, and a leading provider of social housing in the North East.

The health and wellbeing of our colleagues is our priority. We acknowledge a healthy and happy workforce contributes to a positive working culture.



Our performance



£12.1 million surplus



1,000+ employees



£177 million turnover



Net assets £630 million

Our investment



We delivered £42 million worth of investment in 2022/23

28,500

properties owned and managed



Zero carbon

We're playing our part in helping to meet zero carbon targets by investing in innovative low carbon technologies and energy efficient homes.



EPC

We're committed to ensuring all our properties (apart from those exempt) have an EPC rating of C by 2030.

Maintaining and improving our homes



163,229

Servicing, maintenance and repair visits



20,830

Homes improved to EPC C



3732

Damp and mould remedial works



825

Roof and replacements



531

New kitchen or bathrooms



1565

Heating systems of upgraded

Reward and recognition

Our primary purpose is to support and strengthen our local communities by providing great homes to our customers.

It is important for us to be able to reward our colleagues who make this happen. We are part of the Living Wage Foundation to ensure all our colleagues are paid fairly for the work they do. We know our success is down to our people.

So, we like to reward our staff with great benefits. These include a competitive salary and pension scheme, flexible working, and generous annual leave entitlement.

Some of our great benefits include:



31 days annual leave (plus bank holidays) with an option to purchase up to 5 additional days per year.



Early finish on a Friday



Flexible and hybrid working.



Free Health Cash Plan, with cashback for dental, optical, physio, wellbeing therapies and more, with some free child cover.



Access to private healthcare through the Health Cash Plan.



Competitive Aviva pension scheme - Gentoo will contribute up to 10% based on your personal contribution.



Salary sacrifice electric vehicle scheme



Enhanced family-friendly leave



Life assurance cover to the value of 3 times your annual salary.

Our Values



**We care
about people**



**We take
accountability**



**We shape
the future**

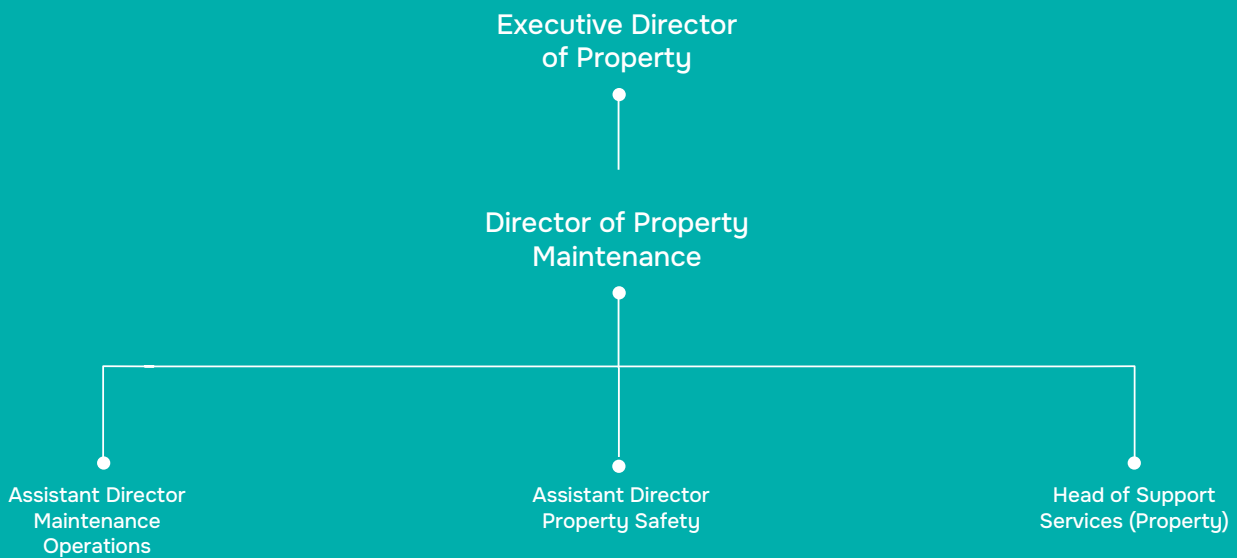
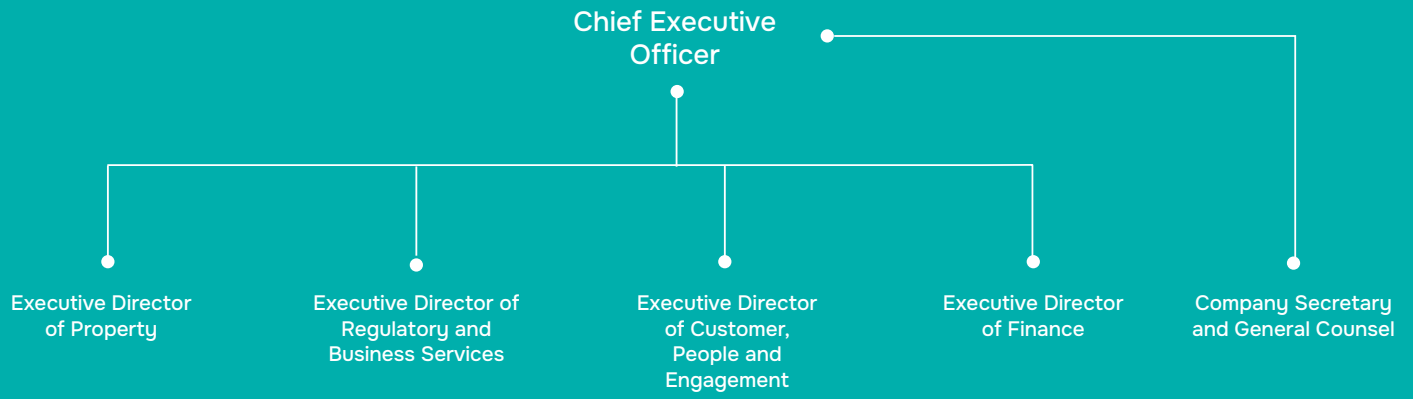


**We bring
leadership**



We deliver

Executive Team Structure



Job Description

Job Title Head of Support Services (Property)

Department Property

Reports To (Job Title) Director of Property Maintenance

Responsible For (Job Title)

Scheduling Manager, Fleet Manager, Materials Manager, Support Services Manager, Performance and Insights Manager

Job Purpose

The Head of Support Services (Property) is responsible for the overall operational management and delivery of Gentoo's support services functions within Property Maintenance. This includes responsibility for the overall performance and the financial management of all services which support the delivery of maintenance services to customers' homes including; Materials Management, Fleet Management, Customer Contact, Administration, Work Scheduling, Customer Access and Performance ensuring all relevant performance indicators are achieved with suppliers, and ensuring all support functions are delivered to a high quality, are centred around customers, and achieve high levels of customer satisfaction.

Key Responsibilities (minimum of 5/6 and maximum of 15)

- Responsible for ensuring all support services are planned effectively, reduce disruption to customers and are carried out safely.
- Responsible for ensuring suitable written policies, procedures and processes are developed and kept up to date, and that they demonstrate how the Group meets the requirements of relevant legislation, regulatory standards, and other requirements in relation to support services within property.
- Responsible for the effective management and governance of approved budgets within your area, ensuring that the Group's materials and fleet management demonstrates value for money and that the group spends its money wisely.
- Responsible for the effective management of the Group's materials supplier ensuring risk is mitigated or reduced where possible, ensuring the relevant liaison with the Property Commercial team to ensure Gentoo spend our money wisely and suppliers are paid in line with the works delivered and as per the agreed procurement rates.
- Work with all managers in Property Maintenance to understand their materials supply requirements and ensure mobilisation and implementation of those materials to trade colleagues to enable a high-quality service to be provided to customers.
- Lead on the management of the 350+ vehicles in the Property Maintenance fleet. This includes ensuring we have the correct number of vehicles to match demand, the vehicles are of the correct specification, and monitoring damage, insurance claims, penalty offences and stock management.

- Ensure all trade colleagues are effectively deployed by the most efficient use of DRS, focusing on minimising unproductive time as much as possible by effective deployment of the correct trade closest to the job required.
- Responsible for management of Gentoo's materials and fleet contracts (operationally and financially) to ensure that they deliver high levels of performance, are effectively maximum value for money, risks to Gentoo are minimised, and a collaborative approach to delivery is established with suppliers.
- Responsible for leading all Core Group meetings with key suppliers ensuring operational issues are actioned and resolved and the Group complies with the Supplier Relationship Framework requirements.
- The responsible person in Property Maintenance for all work planning and scheduling, performance reporting, customer access and administration in relation to Property Maintenance activities. Acting as a key point of contact for Property liaising effectively with internal and external stakeholders including customers, councillors, and Executive Team.
- Responsible for ensuring the customer journey for repairs, empty homes and safety activities ensures customers are delivered the best possible services, are engaged, and communicated with effectively and that service improvements are made promptly following customer feedback.
- Responsible for ensuring audits are undertaken across your area of responsibility and that actions are resolved within agreed timescales.
- Provide detailed reports, presentations and performance information to the Executive team, Board, and committees.
- Develop a performance culture, collaborating with leaders across the business to facilitate change whilst acting as a role model with regards to all of Gentoo's values and behaviours.
- Ensure Property Maintenance works collaboratively across Property and Housing team to deliver a joined up whole life approach to maintaining and improving the condition of the Group's housing stock.

**The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

We are All Accountable For:

- Being an ambassador for Gentoo. Promoting equality, diversity, and inclusion; leading by example in your actions and demonstrating our values and values in action.
- The health and safety of our ourselves and others; this includes adhering to policy, taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to health and safety.
- Taking a proactive approach to learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of the learning opportunities and resources available to you.
- Keeping things compliant. You will have role-specific and organisational goals. It is important we take these seriously and keep people and information secure and safe.
- Complying with our Information Security policy and report any security breaches to your manager.
- Embracing sustainability and minimising our impact on the environment.

Person Specification

This Person Specification details the essential skills, attributes, qualifications, and experience that are necessary to carry out the role successfully. There may also be additional things which would be desirable however these are not essential requirements.

Essential to the role:

Full UK Driving Licence and DBS Required

Skills

- Leadership – the ability to develop high performing teams, with a collaborative style which inspires others to deliver a great services to customers.
- Engagement - Open and inclusive approach to customer and colleague feedback on how to improve services to customers.
- Commercial - Demonstrable experience of budget management and value for money.
- Customer - A customer focused and commercial mindset ensuring Gentoo delivers great services to customers and spends our money wisely.
- Contract Management – Significant experience of managing external suppliers delivering materials and fleet.
- Governance - High level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences.

Experience

- Leadership – Extensive relevant experience in a similar asset or property role, managing colleagues, IT systems, suppliers, and key stakeholders.
- Contract management – Experienced In managing with key suppliers, setting and achieving KPIs and managing resources effectively.
- Financial management – Experienced in large budgets, operates commercially, and committed to ensuring value for money.
- Reporting – The ability to manage, challenge and act on underperformance.
- Communication – A good communicator with colleagues, stakeholders, and contractors
- A strong record of demonstrable achievement, at senior level in an organisation of comparable size and complexity to Gentoo, in property maintenance.
- Track record of effective leadership of a professional staff team working under pressure to deliver excellent results in a property-based environment.
- Experience of managing a large number of support functions, including a detailed understanding of resource management systems and effective staff deployment



Education/Training/ Qualifications/Knowledge

- Knowledge of DRS or similar, and how to maintain and maximise the use of such systems.
- Comprehensive working knowledge of issues affecting property maintenance and how to improve performance in this area.
- An understanding of how to successfully deliver materials supply to a large workforce.
- Knowledge of the management and delivery of services from a 'mobile' workforce operating services from ICT platforms. Reporting and analysis of these systems
- An understanding of how to successfully deliver materials supply to a large workforce.
- Knowledge of the management and delivery of services from a 'mobile' workforce operating service from ICT platforms.

Attributes/Behaviours

- Communication - The ability to communicate effectively in a range of settings and to write clear, concise reports, which have clear conclusions and recommendations.
- Customer focus – Experienced in working with a diverse range of customers, with continuous engagement and delivering best in class services.
- Leadership – A supportive and visible leader who provides clear direction, develops professionalism and high performance in others.
- Challenge – Possesses the interpersonal skills to challenge constructively, build rapport and influence senior leaders.

Desirable:

We would also love you to have the following, but these are not essential:

Skills

- Excellent analytical and problem-solving skills with an ability to interpret and communicate information clearly and succinctly to senior management and stakeholders.

Education/Training/ Qualifications/Knowledge

- An understanding of other housing related functions including Asset and Housing
- A relevant business improvement qualification
- A relevant professional qualification or very substantial experience in a relevant technical field, with the ability to apply strategic managerial experience in a commercial construction environment.

Experience

- Experience of successfully delivering a similar role within another organisation.

gentoo

**CASTLE
PEAK GROUP**

How to apply

At Gentoo, we like to be inclusive, looking at things from different perspectives to drive innovation. Castle Peak Group is acting as our retained consultancy for Gentoo on this appointment. Candidates should apply by sending a cv and cover letter using the contact form ([link](#))

or by emailing our retained consultancy
Castle Peak Group:

james.carss@castlepeak-group.com

The closing date for the application
is **Friday 14th February 2025**

