



Head of Property Services

Role profile



Job title: Head of Property Services



Salary from: £67,511 - £72,418



Hours: 35 hrs a week



Contract Type: Permanent



Location (s):

At our office in Baglan and across the Neath Port Talbot borough



Closing Date: 8th June 2025

(Apply early this role could close sooner if demand is high.)

The purpose of the role:

Reporting to the Director of Operations the post holder will be accountable for delivering a consistent and timely property services function, incorporating routine repairs and maintenance through leading a large multi-disciplinary in-house team and external contractors. With the customer front and foremost always, the expectation is that property services and housing operational teams work in close partnership in the design and delivery of their respective areas of work, ensuring excellence in fulfilling our landlord obligations.

The post holder will be a key member of the Operations Directorate leadership team, playing an active role in setting ambitious goals that align with regulatory, legislative and organisation expectation, and deliver excellence in colleague and customer experience. This role will be leading the Housing Operations teams to deliver the organisation's strategic outcomes, using technical knowledge and experience to enhance the service and support a solution led approach and future developments. The post holder will also be a member of the organisation's wider senior management team (SMT), requiring them to operate and contribute to a Corporate capacity. This will include involvement in the delivery of our Corporate Plan and our Transformation programme. This may result in future changes to ensure we are delivering services that meet customer expectation in the most efficient and effective way.

Key Accountabilities and Responsibilities

- Lead a highly motivated and high performing in-house repairs and maintenance team, delivering services of the highest quality in line with our organisation values of Be Bold, Be Fair, Be Kind.
- Lead the procurement and appointment of external contractors, as required, ensure works are delivered and contracts are managed appropriately.
- Accountable for ensuring service delivery and job completion meets necessary standards, of good quality, provides value for money and meets the needs of contract holders.
- Lead in the preparation of revenue and capital budget forecasting for the repair, maintenance, and management of Tai Tarian's property portfolio, ensuring at all times that the way in which we propose to organise ourselves and undertake our maintenance and repairs is the most cost-effective route and waste is minimised.
- Provide technical, legislative, and regulatory advice across a full range of property repair and maintenance disciplines and provide advice and support to colleagues to support the delivery of a high performing service.
- Identify, extract, and analyse data across the service area to understand trends and performance, celebrate success and be able to challenge the status quo where appropriate, and work with colleagues and stakeholders to develop solutions to any issues identified.
- Use data, as well as first-hand experience of what is happening 'on the ground,' to identify risks and opportunities to achieve efficiencies and improve service quality and customer and colleague satisfaction, always ensuring that this is understood and appropriately prioritised within the directorate or corporately as appropriate.
- Set out agreed service level standards so that all services are delivered with a consistent level of quality and clarity, whilst growing our colleagues 'professional curiosity' to ensure that every contact with our contract holders count and a solution focused approach is adopted.
- Capture and promote the roles, responsibilities, and work of the team, ensuring that all stakeholders have sufficient awareness and understanding to be able to engage with the teams/services efficiently and effectively.
- Play an active role in ensuring that any change, such as performance enhancement strategies and amendments to policy and process, are understood by the teams and embedded within future working practices.

Key Accountabilities and Responsibilities

- Work with stakeholders and accountable managers from across the organisation to ensure corporate priorities are understood and embedded within the operational teams, such as expectations around tenant engagement, resolution of customer enquiries, and ensuring that appropriate budgets are in place to deliver services.
- To collaborate with other Senior Leaders and other key stakeholders to establish systems that ensure compliance with relevant legislation and regulations.
- Produce and present meaningful reports to the Executive Management Team and the Board to inform future organisational strategic decisions.
- Work with the organisation's senior management team to develop organisational strategies and participate in Corporate projects.
- Continuously keep up to date and abreast of key trends and developments within the scope of the your role or area of expertise to ensure compliance, mitigating risk to the organisation.
- Take a lead role in identifying, influencing, and embedding change within the organisation, bringing colleagues and stakeholders with you on that journey.
- Identify and work proactively with external partners to secure their engagement in improving service delivery to our contract holders, including exerting influence on strategy and policy developed outside of Tai Tarian.
- Play an active role in the professional development of colleagues, increasing employee satisfaction and retention and leading to the creation of an agile workforce.

Standard Accountabilities and Responsibilities

- Produce and present meaningful reports to the Executive Management Team and The Board to inform future organisational strategic decisions.
- Work with the organisation's senior management team to develop organisational strategies.
- Provide excellent customer service to both internal and external customers, adopting a people centric approach.
- Championing the drive for continuous improvement.
- Ensure team managers take accountability for their people management responsibilities.
- To demonstrate living our values Be Bold, Be Fair & Be Kind.
- To ensure health and safety standards and procedures are always adhered to.
- To monitor budget, spend and use of resources for the allocated cost centre.

Leadership Skills

- A proactive strategic thinker, defining department strategies, in line with the Organisation's vision.
 - To have a clear vision for meeting the technical and delivery requirements of an in-house maintenance team that should form the department's learning and development, support employee training and personal development, including identifying, developing, and mentoring future talent in line with our succession planning framework.
 - Lead the team in providing clear direction and guidance to ensure successful delivery of department outcomes through setting expectations and standards, manage and challenge behaviours of your employees in line with our values.
 - Provide clarity and direction to the team surrounding service standard expectations, holding your team and others to account on delivery of set objectives, managing and challenging behaviour as appropriate.
 - To connect and communicate regularly with your team, engaging them with key organisation outcomes.
 - To support employee training and personal development. Identify, develop, and mentor future talent in line with our succession planning framework.
 - Adopt a people centric and coaching approach to leadership, where colleagues are part of all decision-making process and able to take ownership over the work they do.
 - A change agent that embraces, drives, and delivers successful change.
 - Empower your teams to be 'professionally curious,' giving them the confidence to make decisions.
 - To set and maintain standards of Health and Safety.
 - To contribute to the development of accurate budget forecasts, monitoring spends and use of resources and ensuring value for money in the delivery of services.
 - Foster a culture of diversity, equity, and inclusion, promoting equal opportunities for all team members.
- 

Personal skills

SKILLS

- Strategic thinker with a horizon scanning approach to deliver on the Corporate Plan.
- Good judgement with knowledge and experience gained in a technical environment to make the right decision.
- Resilient in an environment of conflicting and complex demands.
- Ability to coach for success empowering colleagues to reach solutions.
- Effective communication skills to be able to provide solution focused advice and support.
- Ability to build meaningful relationships and partnerships, based on mutual trust and accountability.
- An engaging and inspiring leader with the ability to take colleagues on your journey to deliver business.
- A change agent that can successfully influence and implement change with exceptional colleague engagement.
Ability to influence employees at all levels to drive and implement sustained change.
- Ability to influence and negotiate with senior managers and internal teams, by building close working relationships, to deliver on strategic outcomes.
- An excellent level of IT literacy, in particular the use of Microsoft Teams/Office plus other subject related systems/databases.

EXPERIENCE

- At least 3 years' experience of leading an operation team in a property maintenance and repairs field.
- Demonstratable experience of leading a successful team.
- Demonstrable evidence of identifying and leading on work streams that seek to achieve improvements for colleagues, customers, or the wider organisation.

QUALIFICATIONS

- Educated to degree level or equivalent experience in a similar role.

Do you like what you see?

If you like what you've read so far, it's time to fill in your application form, update your CV and prepare your cover letter.

Your application is used to determine whether you'll be chosen to have an interview and also acts as a basis for the questions we'll ask you on the day.

It's important that you try to capture all the information relevant to the role, so we can get a good feel for who you are and why you are a great match for us.



Some tips:

Please list any **formal qualifications** on your form. We'll need to see the certificates for your qualifications at interview stage.



Make sure you include paid work, unpaid work and any work experience in your employment history.

Start with your current employment, or if you are currently unemployed, your most recent employment. If there are any gaps in your employment, please tell us why.



Some of our roles require a Disclosing Barring Service (DBS) check. In relation to any **cautions and convictions** you may have, it is important to know what and when you are required to disclose.

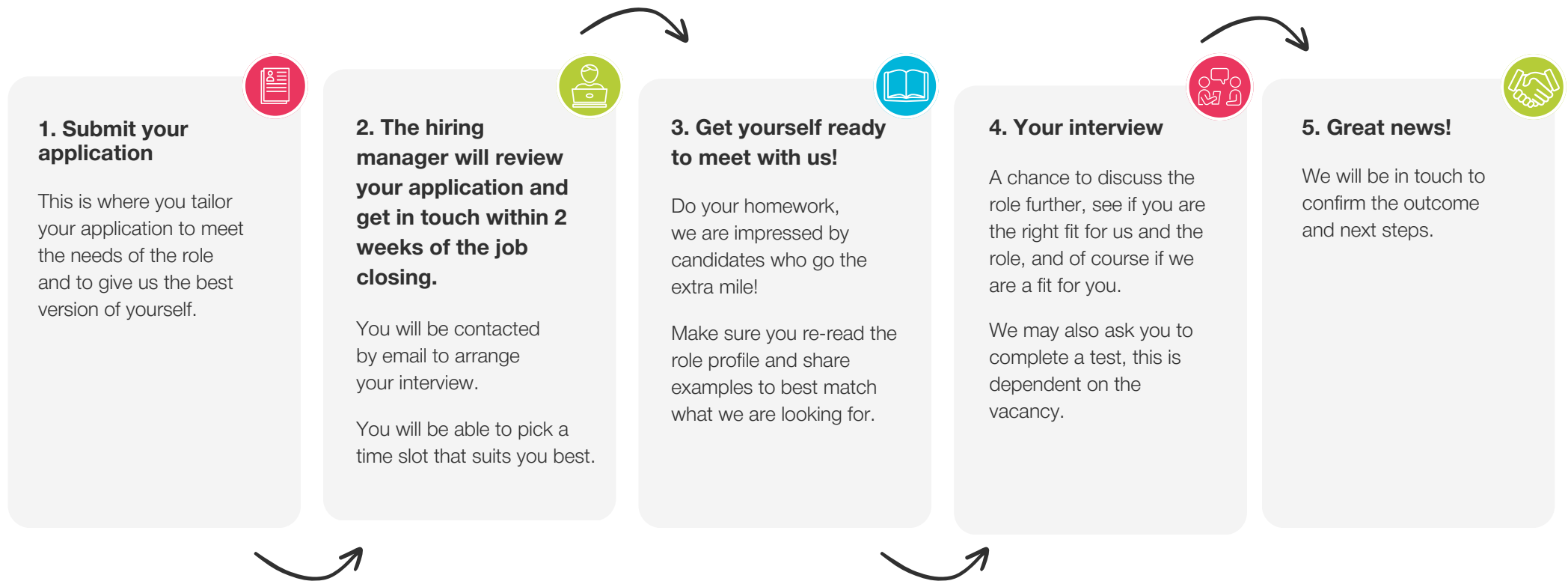
The job details will highlight whether you are applying for a position which is exempt under the Rehabilitation of Offenders Act 1974 (Exemptions Order 1975). In most cases, these will be roles that are subject to an Enhanced Disclosure check. You should also refer to our recruitment of ex-offenders statement on our website for further information.



At least one of your referees should be your current employer. If you are not currently employed, simply provide your most recent employer. If you don't have any employment history, think about one professional and one personal referee who would best describe your suitability for the role.



What happens next



Good luck with your application!

If you don't feel you are the right fit for this particular role, but would like to be part of our organisation, we would love to hear from you.



workingwithus@taitarian.co.uk



0300 777 0000



Tai
Tarian