



Job vacancy



Golden Lane Housing

Repairs & Voids Manager

Would you like to work for an organisation that has been providing homes for people with a learning disability and autistic people for the last 25 years and is rated V2 G1 from the Regulator of Social Housing?

Do you have the drive to make a difference and work for an organisation which makes a real difference to the lives of people with a learning disability and autistic people?

Do you want to be a part of a team which offers exciting and challenging opportunities for you to develop thought provoking, innovative ideas?

If the answers are yes, then this could be the role for you.

£50,000

**Car and Home Working Allowance
Full Time**

**Golden Lane
Housing**



0300 003 7007
Golden Lane Housing
Parkway Four
ParkwayBusinessCentre
Princess Road
Manchester
M14 7HR

We encourage interested applicants to submit their applications.

Contact us at:



people@glh.org.uk



For more information please visit:

www.glh.org.uk



We are proud of our commitment to being Disability Confident and welcome applicants with disabilities to apply for all roles with us. To find out more about the scheme please visit the direct gov website.



Job advert



Golden Lane Housing

We believe in a world where everyone with a learning disability and autistic people have opportunities to access good quality housing that meets their needs, and we want to continue to make an immense impact on the lives of our tenants. Our impressive national portfolio currently provides homes to over 2,500 people and we have big plans to do more as part of our brilliant growth trajectory.

Our people are at the forefront of delivering our ambitious plans and you will play a key role in helping us achieve our objectives to make a positive difference to the lives of so many people.

We are focused on creating a workplace that's inclusive and diverse, we pride ourselves on being a caring, listening, honest organisation, where everyone can be their best and that's why we're a Mental Health Gold champion, a member of Includability and Disability Confident employer.

As an equal opportunities' employer, we strongly uphold the commitment to treating everyone with fairness and respect. Therefore encourage suitably qualified applicants from a wide range of backgrounds to apply.

Golden Lane Housing work in partnership with many support providers including Mencap to provide a value based national Repair & Maintenance service to customers with learning disabilities.

As the Repairs & Voids Manager at GLH, your role is pivotal in ensuring a high-quality and responsive repairs service for our tenants. You will collaborate closely with the Assets & Sustainability Manager to achieve our strategic goals. You will also work in partnership with the Voids and Allocations team to ensure the smooth management of voids within GLH.

You will lead the Property Service Centre in delivering a tenant focused reactive repairs service. This involves promptly addressing tenant repair requests while maintaining quality standards. Meeting agreed-upon Key Performance Indicators (KPIs) is essential. Ensuring compliance with statutory obligations related to repairs is a critical aspect of your role. You will prioritise tenant needs, ensuring their satisfaction when we deliver repair services.

A positive customer service approach will be at the forefront of your responsibilities. You will empower your team to prioritise tenant well-being and communicate effectively throughout the repair process.

Overseeing works delivered by Resolve Solutions and contractors, ensuring repairs are completed within target, right first time and to a high quality is key to our success. Your goal is to secure high-quality services while optimising value for money.

Your contributions will directly impact tenant experiences, operational efficiency, and our commitment to providing exceptional housing services



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To be considered for this role we expect that applicants will have the following;

- **Minimum NVQ level 3 in Housing maintenance related services**
- **Degree or similar qualification in a business-related subject**
- **Experience Developing procurement policies, procedures, and meeting VFM requirements.**
- **Experience of leading a reactive maintenance service and managing contracts**
- **Experience of managing teams in a high pressure target driven environment**
- **Understanding of repairs diagnosis and solutions**
- **Effective judgement and Leadership to achieve results through people**
- **Effective Communication and engagement of staff**
- **Financial acumen and Professional credibility**
- **Technical building and maintenance knowledge**
- **Troubleshooting complex issues**
- **We expect leaders to have an interest in and desire to know more about learning disability and role model this to their teams**

Please note that we are not able to offer visa sponsorship for this position. Only applicants who have the legal right to work in the United Kingdom without sponsorship will be considered.

To apply, please send a CV and covering letter outlining your experience, knowledge and skills relevant to the role, tell us a story about yourself and how you feel that you can meet the requirements of the role.

 people@glh.org.uk

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