



# Service Director Technical Services

Information for candidates

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# Introduction



**Martyn Shaw**  
Executive Director

It's an exciting time for WDH.

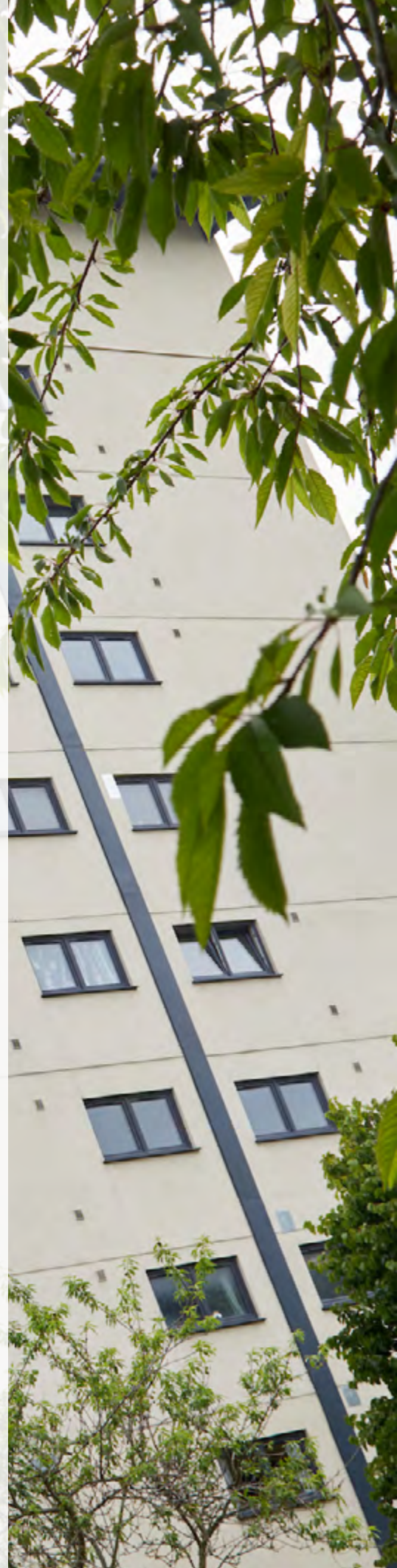
We are looking for the best of the best to join our Technical Services Team.

WDH is a leader in the housing sector and we want to maintain this position as we reshape our services, develop better places to live and provide the very highest levels of support to our customers both inside the Wakefield district and beyond.

We are recruiting two new senior posts in Technical Services and are looking for experienced, innovative, customer focused leaders to develop and drive improvements across the service area. The role involves delivering the Technical Services Repair, Maintenance and Improvement works to WDH properties through a large internal workforce and contractor network. You will lead either the Planned or Maintenance function, ensuring that your teams deliver the very highest standards in health, safety, compliance and provide outstanding services that meet our customers needs. You will be delivery focused, ensuring that our organisation is ahead of the curve and operates efficiently and effectively.

The successful individual will demonstrate effective, visible and transformational leadership and embody our vision and values. You will be a creative thinker and work flexibly to meet the needs of the business.

If you believe that you have the vision, experience and ambition to help us to succeed and meet our challenging targets, apply now.







## WDH, creating confident communities

WDH was established in 2005 and since then we have gone from taking on the management of over 31,000 homes to being named as one of Europe's best businesses.

Our journey to excellence has been built on a programme of significant investment in the environmental, social and economic regeneration of the Wakefield district and beyond, to improve people's lives.

Today WDH is much more than just a landlord and our ventures both inside and outside the Wakefield district continue to expand, helping us to continue to deliver more social impacts. We employ over 1,340 people, making us one of the largest employers in the region.

As we move forward through growth and diversification, we are looking to introduce a range of new and exciting services, including a number of commercial ventures.





It is essential that WDH continues to deliver its Vision to create confident communities. To do so, we have set out the following priorities.

- **Customer Excellence** - Providing high quality value for money tenant shaped services.
- **Health, Wellbeing and Support** - Supporting our tenants to maintain successful tenancies and healthy lives.
- **New Homes and Growth** - Increasing access to high quality affordable housing.
- **High Quality Homes and Neighbourhoods** - Meeting the highest standards of safety and repair and regenerating communities.
- **Skills and Enterprise** - Supporting tenants and communities to achieve their aspirations and ambitions.
- **Workforce of the future** - Ensuring a highly skilled, capable and resilient workforce.
- **Business of the Future** - Being a fit for purpose sustainable business.
- **Greener Business** - Being a green business responsive to climate change.

There will be many challenges over the coming years but we are very well placed to rise to them. We aim to achieve sustainable growth, ensuring we continue to be not only a viable and effective business, but a flourishing one.

As we look to the future we are looking for high performing, commercially minded leaders, to guide the business and help us to achieve this success.



## How we are managed

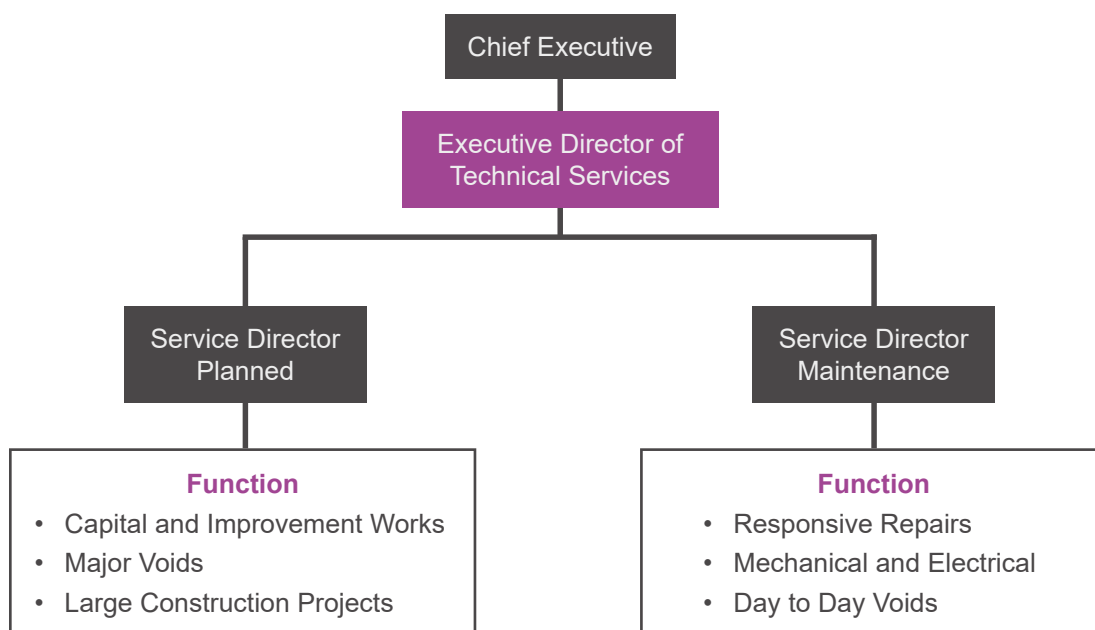
We are governed by our Board as well as Audit and Risk, Investment and Funding, Compliance and Assurance and Operational committees, which meet the requirements of the Regulator of Social Housing (RSH). This demonstrates effective governance, financial viability and control, and properly managed services to our tenants, employees and other stakeholders.

Our Board currently has seven members, selected for their specific skills, knowledge and experience. The Board is responsible for determining the overall strategy, setting policy, developing business plans and reviewing performance of existing strategies. It is legally accountable for the ownership of our properties and running the organisation.





## Technical Services Structure



## Job roles

We are recruiting two Service Directors, one to lead our Planned works teams delivering all major construction projects, installations and improvements to our properties, the other to lead our high volume Maintenance teams delivering responsive repairs, servicing and a full range of compliance works. Responsibilities also include supply chain management, fleet and support services.

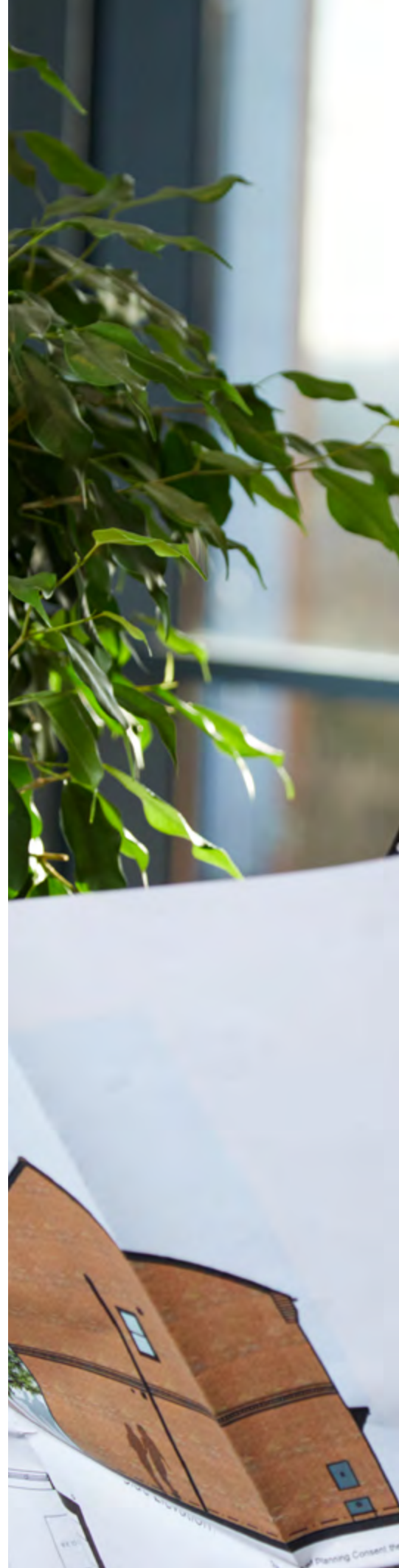
To be considered for either role you will be safety focused, have an impressive record of achievement leading multi functional teams to deliver high levels of customer service in a similar organisation and understand the challenges of delivering services in compliance with all legislation. You will know the operational challenges of a large workforce delivering a complex range of tasks in a value for money way.

You will need to have a strong work ethic, be driven to succeed and have the ability to lead, inspire and engage our employees.

The ideal candidates will be performance driven, able to think strategically but also understand operational delivery and get into the detail when needed. They will have experience of leading continuous improvement in an operational environment and be effective at leading and managing large teams. We are looking for someone with a balanced approach who has a good grasp of key drivers and strong stakeholder management skills. They will also have excellent leadership skills to both manage delivery and to work with stakeholders across the business.

**These are exciting and demanding senior roles that can change the way WDH operates. If you are interested in these positions, please contact Martyn Shaw, Executive Director of Technical Services, on 07795 828 805.**

Applicants must have relevant management qualifications supported by a solid understanding of Health, Safety and Compliance. Leading change is a key requirement and the ability to think creatively and engage all levels in the process.







# Job description

## The job

You will:

- provide exceptional operational and strategic leadership to Technical Services, being responsible for the delivery of the highest standards of service and value for money in maintaining, repairing and upgrading our properties; and
- contribute to continuous development of the business and department, working across teams to achieve the business mission, strategy and objectives in the short, medium and long term.

## The bigger picture

You will:

- demonstrate an effective, visible, situational leadership style that promotes the Vision and Values of WDH;
- contribute to the development of strategic priorities, corporate plans and relevant performance measures which support and achieve business improvement with effective controls;
- lead, plan and implement a strategic plan for the operational area to deliver excellent, high quality and customer focused services;
- be delivery focused, getting into the detail when needed to ensure the effective and efficient delivery of services which are value for money and meet the business and customer needs;
- ensure that all activities are delivered in a safe and compliant way in line with all relevant regulatory requirements and industry best practices;
- continuously review service delivery, defining and implementing short, medium and long term projects to improve all areas of operations;
- contribute to the development of working relationships and partnerships with external bodies, such as Wakefield Council, voluntary and statutory agencies, funders and the Regulator, to further the corporate aims of the company; and
- monitor the external landscape, identify best practices, be innovative, responding creatively and flexibly to the needs of the business to ensure the highest standards and levels of service.

## Personal Contacts:

**Internal:** Corporate Management Board, Board and Committee members, senior managers, all employee teams, trade union representatives.

**External:** Wakefield Council, the regulator, suppliers, contractors, partners and other agencies, executive managers and officers, statutory and non- statutory agencies including other local authorities, health organisations, voluntary and private agencies, government departments or agencies, tenant and resident organisations.

## The day to day

You will:

- lead one of the Technical Services functions, either Planned or Maintenance, to deliver high quality repairs, maintenance and / or construction services that are efficient, offer value for money and meet the requirements of the business and our tenants.
- ensure the highest standards of safety and compliance are maintained and meet all statutory and regulatory requirements, current and upcoming;
- provide visible leadership and management to teams responsible for delivering high quality maintenance, repair and/or construction services, ensuring all team members are engaged and committed to achieving corporate objectives;
- actively challenge the way things are done to further develop the continuous improvement methodology, reviewing and refining the strategic and operational plans whilst sponsoring the delivery of projects across the service; and
- ensure that budgets are monitored and controlled effectively within agreed procedures.

Refer to the full job description for full details of the role requirements, qualifications and shortlisting details.







# Terms and conditions

## Salary and pension

**£74,000 plus excellent package and other benefits.**

You will automatically become a member of the Local Government Pension Scheme, which is managed by the West Yorkshire Pension Fund. This is currently a career average scheme with an employer contribution of 14.8%.

## Other benefits

WDH Rewards - we offer an excellent employee benefits scheme, which gives employees access to a fantastic range of discounts, offers and promotions.

Health and Wellbeing - We value the health and wellbeing of all our employees and recognise they are the main contributing factor to the success of the business. With this in mind, we have put in place a range of initiatives to support employees eg EAP, BUPA / Private Health Care.

Learning and development – we have a strong commitment to personal development including training, support with professional fees, conferences, mentoring and personal coaching.

## Location

The role is based at Merefield House, Whistler Drive, Castleford, West Yorkshire WF10 5HX.

However we are happy to talk 'flexible working'.



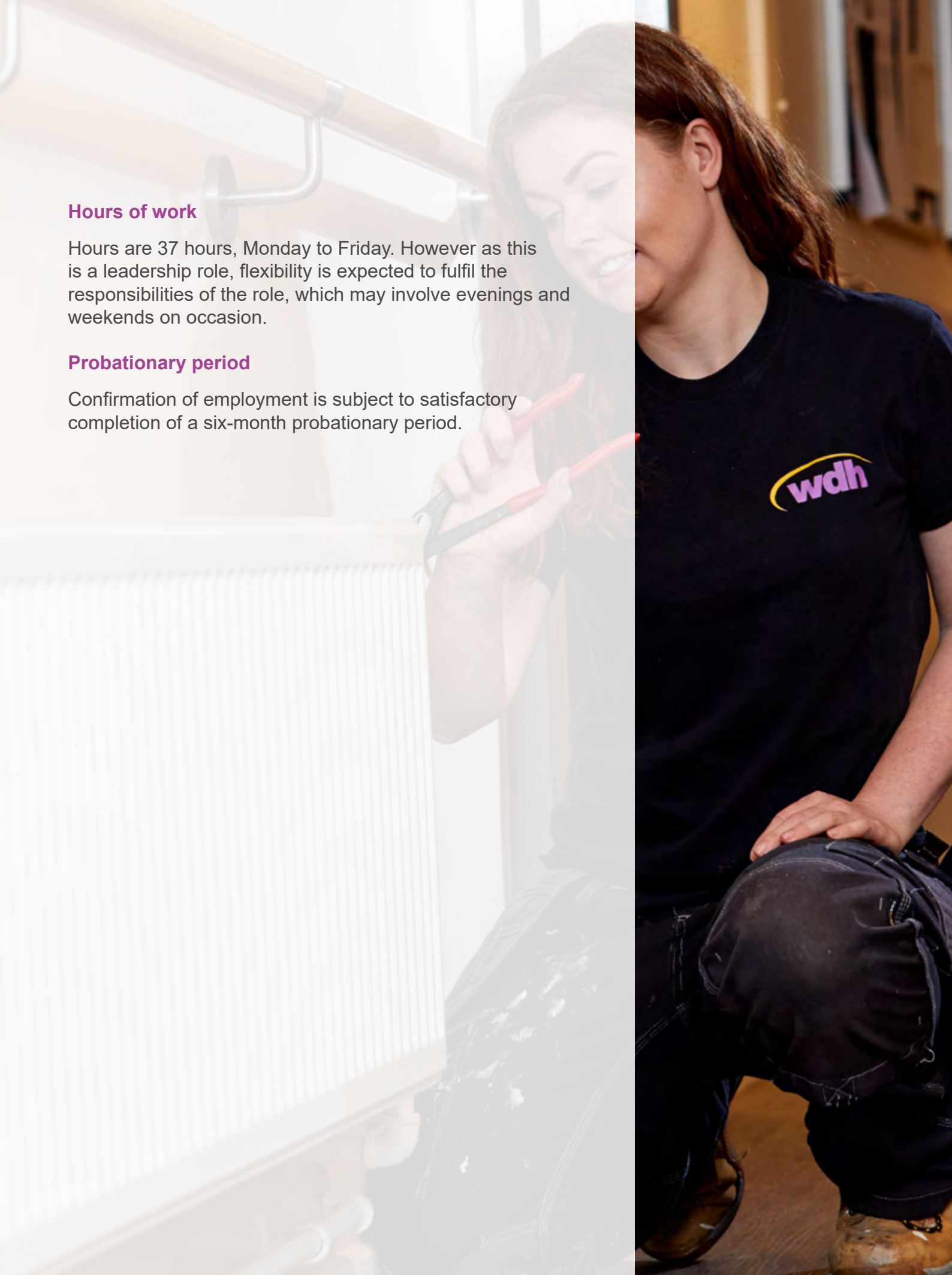


### Hours of work

Hours are 37 hours, Monday to Friday. However as this is a leadership role, flexibility is expected to fulfil the responsibilities of the role, which may involve evenings and weekends on occasion.

### Probationary period

Confirmation of employment is subject to satisfactory completion of a six-month probationary period.





## Key dates and selection process

### How to apply

For further information about the role please contact Martyn Shaw, Executive Director of Technical Services, on 07795 828 805.

If you wish to apply for this exciting opportunity please visit our website and complete an application form at [www.wdh.co.uk/AboutUs/JobVacancies](http://www.wdh.co.uk/AboutUs/JobVacancies)

Closing date: **4 November 2020**

Candidates will be invited to the first stage of the process to take place the week commencing 16 November 2020 and final stages completed by 4 December 2020.





## Accreditations





## Wakefield and District Housing Limited

A charitable Community Benefit Society  
registered under the Co-operative and  
Community Benefit Societies Act 2014.  
Register Number: 7530

Registered Office:  
Merefield House  
Whistler Drive  
Castleford  
WF10 5HX

OneCALL: 0345 8 507 507

### **Vision**

to create confident communities

### **Mission**

to inspire, transform and promote excellence

### **Values**

to be creative, inclusive and work with integrity