Islington & Shoreditch Housing Association

Head of Assets and Repairs

Recruitment Pack

Welcome

Thank you for your interest in the role of Head of Assets and Repairs at ISHA and for taking the time to read this recruitment pack. I hope it gives you a sense of who we are, where we are heading and why this is an important opportunity to join our organisation.

ISHA is a community and neighbourhood-based housing association that owns and manages around 2,500 homes across North and East London. Our purpose is to provide quality, safe and affordable homes, backed by responsive services and strong neighbourhoods.

This is a key leadership role with responsibility for the performance and strategic direction of our repairs, asset management, planned works, voids, aids and adaptations and estate services. We are looking for an experienced housing professional who can combine strong operational leadership with effective contract, budget and compliance management.

As Head of Assets and Repairs, you will lead colleagues and contractors to deliver high-quality, customer-centred services and value for money. You will use resident insight to improve services, set the short, medium and long-term approach to our homes, and ensure our decisions meet legal, regulatory and health and safety requirements.

I hope this opportunity inspires you to consider joining us. Please do your own research, speak to others and find out more about ISHA. I am confident you will discover an organisation with strong values, ambitious plans and a genuine commitment to residents and their homes.

Best wishes

Richard Smith

Director of Housing and Neighbourhoods

JOB DESCRIPTON & PERSON SPECIFICATION
Head of Assets and Repairs

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Director of Housing and Neighbourhoods
Direct reports:	Assets & Repairs Manager, Neighbourhood Services Manager, Planned Works Manager, Quantity Surveyor
Team:	Assets & Repairs
Directorate:	Housing & Neighbourhoods

JOB PURPOSE:

Ensure an efficient, comprehensive and customer-centred repairs and asset management service is delivered in line with ISHA's business plan, regulatory requirements and health and safety obligations.

Lead the effective management of contractors, budgets and performance to deliver outstanding customer service and value for money across responsive repairs, voids, planned and cyclical works, aids and adaptations and estate services.

Set the short, medium and long-term approach to the management of residents' homes, placing resident voice at the centre of service development and ensuring that investment decisions support safe, sustainable and affordable homes.

Build strong relationships across ISHA and with residents, local authority partners and other stakeholders, providing visible leadership and clear assurance on service delivery, asset management and compliance.

ISHA's VALUES: Consistently demonstrate and champion ISHA's values through your behaviours, decisions, and interactions, whilst always acting as a positive and visible role model for our values:

- Professional
- Motivated to Deliver
- People Focused
- Compassionate

KEY ACCOUNTABILITIES:

1. Lead effective, customer-centred repairs and asset management services, including responsive repairs, aids and adaptations, voids, planned and cyclical works, with delivery driven through strong performance and contract management.
2. Set short, medium and long-term strategy for the management, maintenance and investment of residents' homes, working with colleagues to align plans with ISHA's business priorities and regulatory requirements.
3. Review, procure and manage estate services contracts, including cleaning, gardening and pest control, delivering year-on-year improvement, customer value and consistently high standards.

4. Oversee the quality of repairs and void works through effective quality assurance and post-inspection arrangements.
5. Manage delegated budgets, authorise works and payments, monitor contractor accounts and resolve disputes promptly. Report variances quickly and agree corrective action to protect ISHA's interests.
6. Ensure contracts and contractors are managed in accordance with ISHA's Health and Safety Policy and that relevant health and safety legislation and compliance requirements are monitored and recorded.
7. Procure contracts in line with ISHA's procurement and financial regulations and ensure contracts deliver value for money.
8. Place resident voice at the centre of service improvement, including consultation on asset renewal, major works and cyclical programmes, and ensure statutory leaseholder consultation supports recovery of ISHA's costs.
9. Lead policy development and review across Assets and Repairs, ensuring policies reflect current legal and regulatory requirements. Support effective governance through clear reports, advice and attendance at relevant meetings.
10. Provide Housing and Neighbourhoods leadership into new homes and estate design, setting standards that support excellent resident outcomes, practical management and sustainable whole-life costs.
11. Build effective partnerships with local authorities and other stakeholders to improve services and outcomes for residents.
12. Ensure service records and databases are accurate, complete and up to date, including resident contacts, works, compliance and contract information.
13. Take ownership of service-related complaints, enquiries and information requests, ensuring professional, timely and authorised responses and that organisational learning is used to improve services.
14. Lead, manage and develop the Assets and Repairs team, providing clear direction and ensuring health and safety, safeguarding, equity, diversity and inclusion, data protection and privacy responsibilities are embedded in day-to-day delivery.

ESSENTIALS: In addition to the key accountabilities of the role, there are significant elements that we deem essential for every role at ISHA:

15. Ensure safeguarding responsibilities are fully and effectively met by promoting a safeguarding culture appropriate to the scope and seniority of the role.

16. Champion equity, diversity and inclusion in all aspects of work, ensuring policies are actively applied and the principles of fairness, inclusion and respect are positively promoted.

17. Maintain a safe, compliant and responsible working environment by ensuring full adherence to health and safety and data protection requirements, and by promoting practices that protect personal wellbeing, organisational data and the safety of others.

18. Ensure priorities are met through flexible and responsive working, adapting approach and taking on additional reasonable responsibilities to support the needs of the team, directorate and ISHA, as and when required.

PERSON SPECIFICATION
Head of Assets and Repairs

Right to work in the UK		
1.	Proof of eligibility to currently work in the UK (we are unable to offer visa sponsorship)	**Essential**
Education and Qualifications		
2.	Level 5 relevant qualification, or working towards one, in general housing management or surveying, building management or maintenance, construction, building safety, or estate management.	**Essential**
3.	Chartered membership, for example CIOB, or RICS.	**Essential**
4.	Good general education with excellent literacy and numeracy skills, including managing complex budgets and analysing data from different sources	**Essential**
Knowledge, Skills and Competencies		
5.	Substantial senior-level experience of delivering planned and cyclical maintenance services and major works programmes	**Essential**
6.	Experience of procurement, tendering and securing value for money	**Essential**
7.	Experience of working in the housing sector	**Desirable**
8.	Highly developed communication skills, including the ability to explain complex information to individuals and groups	**Essential**
9.	Demonstrable ability to build relationships, influence and collaborate effectively with colleagues, senior managers and external partners	**Essential**
10.	Strong working knowledge of contract and contractor management	**Essential**
11.	Demonstrable leadership in managing, motivating and developing staff and contractors	**Essential**
12.	Excellent organisational, project and time-management skills, with the ability to manage competing priorities and deadlines	**Essential**
13.	Strong creative problem-solving skills and the ability to work well under pressure	**Essential**
14.	Excellent numerical and analytical skills, with the ability to translate complex performance and financial information into clear reports and presentations	**Essential**
15.	A high level of professionalism, sound judgement and the ability to work with minimal supervision	**Essential**
16.	A high level of proficiency in Microsoft Office	**Essential**

Apply for this role

To apply for this role, send your CV and a covering letter to recruitment@isha.co.uk by 09:00 on Wednesday 02 December.

In your cover letter, you **must** answer the following questions:

a. Why do you believe you are a strong fit for the Head of Assets and Repairs role, with reference to the job description and person specification?

b. Describe a major repairs, planned maintenance or asset management service that you have led. What were the main challenges, what did you do and what measurable outcomes did you achieve?

c. Give an example of how you have improved contractor performance, service quality or value for money. How did you use data, assurance and contract management to secure improvement?

d. How have you ensured that resident voice and customer experience influence repairs or asset investment decisions?

e. What would be your priorities in your first six months as Head of Assets and Repairs at ISHA?

Please keep your responses to a maximum of 300 words per answer.

Unfortunately, we cannot consider your application if you do not answer these questions.

About the role

At ISHA, we want residents to live in safe, well-maintained homes and receive repairs and estate services that are responsive, reliable and good value. We are looking for an experienced Head of Assets and Repairs to lead this work and shape our future approach.

This is a broad and influential leadership role spanning responsive repairs, voids, planned and cyclical works, aids and adaptations, estate services, asset strategy, procurement and contractor management.

You will lead managers and professional colleagues, oversee significant budgets and contracts, strengthen compliance and quality assurance, and ensure that resident insight informs service improvement and investment decisions.

The role combines strategic leadership with operational grip. You will be visible, decisive and comfortable moving between long-term asset planning, governance reporting, contract performance, complex cases and day-to-day service delivery.

Success will mean safer and better-maintained homes, stronger contractor performance, improved resident experience and clear value for money.

The job:

- Leading responsive repairs, voids, planned and cyclical works, aids and adaptations and estate services.
- Setting the short, medium and long-term strategy for maintaining and investing in residents' homes.
- Managing contractors, budgets, performance, quality and health and safety compliance.
- Procuring and mobilising contracts in line with ISHA's financial and procurement requirements.
- Driving service improvement through resident feedback, performance information, inspections and complaints learning.
- Leading leaseholder consultation for major and cyclical works and protecting cost recovery.
- Providing clear assurance and reports to ISHA's governance structure.
- Influencing the design of new homes and estates so they are high quality, affordable and practical to manage.
- Leading, motivating and developing a high-performing Assets and Repairs team.

About you

We are looking for an experienced, customer-focused housing and property professional who combines strategic thinking with strong operational and commercial judgement.

You'll bring:

- Substantial senior-level experience of planned and cyclical maintenance and major works programmes.
- Strong experience of responsive repairs, voids, contractor and contract performance management.
- Experience of procurement, tendering, budget management and delivering value for money.
- An appropriate building qualification and a sound understanding of property, compliance and health and safety requirements.
- Visible and effective leadership of managers, professional staff and contractors.
- Strong analytical skills and the ability to turn complex performance, financial and technical information into clear decisions and assurance.
- The ability to build trusted relationships, influence senior colleagues and work constructively with residents and partners.

Why join ISHA?

This is an exciting time to join ISHA. You will have the opportunity to shape our approach to repairs, asset investment and estate services, and to make a visible difference to the quality, safety and sustainability of residents' homes.

As a member of the Housing and Neighbourhoods leadership team, you will influence organisational priorities, strengthen assurance and help ensure that resources are directed to the services and investment that matter most to residents.

You will join a values-led, community-based housing association where the scale of the organisation gives you the opportunity to see the impact of your leadership and work closely with colleagues and residents.

Ready to make a difference? We'd love to hear from you.

About ISHA

At ISHA, community and neighbourhood mean everything to us, and our roots run deep in the areas of North London that we serve. Founded over 90 years ago, we provide around 2,500 homes for over 5,000 people across Islington, Hackney and Waltham Forest. We are proud to remain a community-based housing association with a strong social purpose and an ambitious future.

We offer a wide range of housing choices: social rent, shared ownership, intermediate rent, market rent, supported housing, and options for the elderly. We also provide homes and support for the Vietnamese, South-East Asian and wider communities. We are committed to ensuring equality, diversity, and inclusion of all communities in our approach to services and the way we work.

ISHA is smaller and more local than many other housing associations operating in London. The roots of ISHA go back to 1933 when we were involved with tackling slum clearance, poverty, overcrowding, ill-health, and

high rents. Today we employ close to 80 staff and have over 2,500 homes.

We are proud to be a London Living Wage employer, and no employee will earn below that level. It is calculated independently to reflect the high cost of living in the capital, giving a worker in London and their family enough to afford the essentials and to save.

Our purpose: To provide quality, safe, and affordable homes across north and east London.
Our mission: Provide high-quality homes and services and contribute to thriving communities.
Our values: Professional, Motivated to Deliver, Compassionate and People Focused

We live our values every day and take pride in the diversity of our communities. We are committed to creating inclusive spaces where residents feel happy, respected, and able to be themselves. Our values are at the heart of everything we do, which means we are committed to ensuring that every colleague feels they belong and can contribute fully to our success.

We work in close co-operation with our local authorities, the social housing regulator Homes England, the Greater London Authority (GLA) and other local housing associations, including Black and Minority Ethnic, special needs Housing Associations and co-operatives. Investment in development is provided through our own borrowing, the GLA and through local authorities. ISHA leads the North River Alliance (NRA), which is a consortium of North and East London community-based housing associations.

We have a G1 Governance rating, C2 Consumer Standards rating, and a V2 Financial Viability rating.

Our commitment to inclusion

At ISHA, we are committed to creating a workplace where everyone feels welcome, valued and able to thrive. We believe that having a workforce that reflects the diverse communities we serve helps us make better decisions, deliver better services and create a stronger organisation.

We actively encourage applications from people of all backgrounds and experiences. We value diversity of thought, experience and perspective, and believe these differences strengthen our team and enrich our culture.

Employee benefits

Contractual

29 days annual leave (plus bank holidays) rising to 31 days after five years' service (pro-rata for part-timers). There are three compulsory office closure days between Christmas and New Year, which need to be taken from an employee's annual leave entitlement.

Non-contractual

Pension: Defined Contribution as a salary sacrifice. Starting at employer (ER) contribution of 6% and 2% employee (EE), or match funded up to a maximum of 10% from ER and EE.

Emergency leave: Up to five days per annum for unexpected emergencies. Day one is paid for on five occasions to allow employees time to make alternative arrangements.

Financial services: We joined the London Credit Union that provides employees with fair, ethical, and affordable financial services. You can also access the home contents insurance negotiated for our residents.

Working flexibly: Up to three days working from home per week, if your role allows and with prior managerial approval. With monthly designated 'all in' days.

Employee Assistance Programme (EAP), offering emotional and practical support, advice for legal or financial matters, a manager support line and access to online self-help resources that can help you stay focused and protect your mental health and wellbeing.

Support for continuous professional development: Everyone has a Personal Development Plan, and we offer opportunities to take qualifications, contributing partial funding and study leave. We also offer study loans repayable over 10 months.

Management Academy for managers: Ongoing professional development for all managers that supports ISHA to set minimum standards and helps us meet best practice as line managers. We are members of the Institute of Customer Service and other relevant bodies with access to training through them. We also support all colleagues by paying for one **relevant professional subscription** (with approval).

Social opportunities: as a small organisation we meet regularly as a whole team, celebrate successes and share experiences.

Health and wellbeing: a health cash plan to reclaim a percentage of the costs for a variety of health services, virtual GP appointments, second opinion diagnosis, online physio, shopping, and gym membership discounts. We also offer eye care vouchers, cycle to work scheme, Interest Free Season Ticket Loan (these are all available post probation).

Access to our office
102 Blackstock Road, London, N4 2DR (map below)

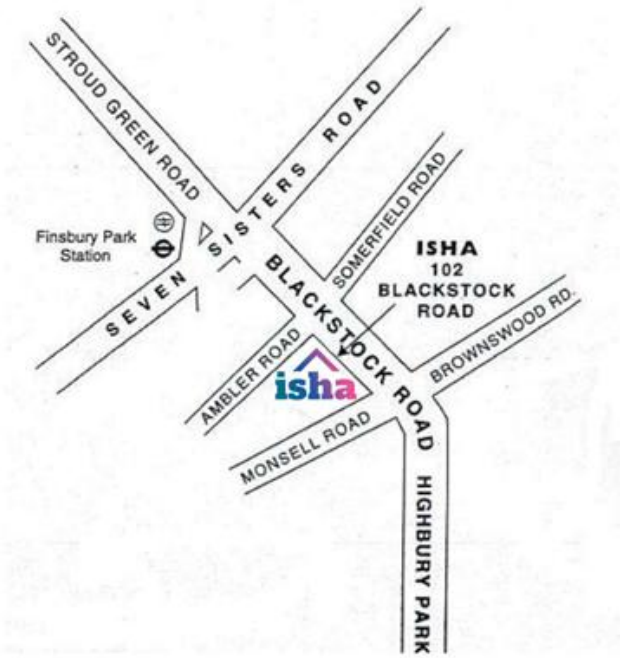
Parking: There is very limited parking in the Finsbury Park area, but ISHA can provide a parking permit to staff who are blue badge holders, who can only commute via car. We have pool cars, and staff can book parking spaces when transport is essential for their role.

Bicycle racks are available outside the back and front of the office.

Tube/underground: The nearest tube station is Finsbury Park on the Victoria and Piccadilly lines (10 minutes' walk to our office).

Trains/overground: The nearest train station is Finsbury Park with trains from Moorgate and Kings Cross. London Overground operates a train from Stratford to Finsbury Park.

Buses: Many buses run between Finsbury Park station and our office: 4, 19, 106, 236. Other buses stop on Seven Sisters Road (7 minutes' walk) 29, 253, 259, 279.



Physical layout and features

Our teams are all based at 102 Blackstock Road, and are spread across three floors (ground, first and second) with a lift that serves each floor.

Our office is wheelchair accessible, and there is a disabled toilet on every floor, and one at Reception. The height of some desks can be adjusted and would be suitable for wheelchair users or very tall people.

There are soft strip lights throughout with good natural light. Some managers' offices are further away from windows and rely more on artificial lighting. However, those offices have an air-cooling system to facilitate temperature control.

As the office is mainly open plan, noise levels vary and can, at times, be high. Most employees sit in an open-plan office area with colleagues.

There are audio loop systems in the main meeting room, the resident interview rooms, and at Reception.