

# Head of Maintenance

## Recruitment pack

### September 2024

Be a great  
landlord

Customer  
focus

Growth and  
sustainability

SHAPE  
YOUR CAREER  
WITH



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# Hello and welcome,

**I'm Steve Ellard, Director of Property here at Ongo...**

**“We are looking for a new Head of Service who will have responsibility for the maintenance of our 11,000 properties, sited across the Lincolnshire and South Yorkshire areas, with the majority located in North Lincolnshire.**

At Ongo we're striving to be a great landlord and are looking for someone that is a great leader, who can bring inspirational vision and determination to help us on our journey.

The ideal person will have the ability to work at pace, drive change and ensure we deliver the services our tenants deserve and expect.

As Head of Maintenance, you will lead activities in repairs and maintenance, working across our business, as a key member of our Leadership team.

It's an exciting time to join us as we've recently launched our new Corporate Plan. We want to be a great landlord, be customer focussed in everything we do and have a clear plan for the growth and sustainability of our organisation.

Ongo is a people centred organisation. We believe that all of us contribute to the success that we enjoy, so are looking for someone that recognises this, and how our colleagues make a difference to our tenants, their families and the wider communities, every day.

We invest in our people and are proud to be a two-star Best Companies employer.

We believe in making a difference to the lives of the people that we serve and that differences make us stronger, so we are encouraging candidates from all backgrounds to apply for this role.

**If this opportunity excites you then we would love to hear from you.”**





# ABOUT US

We are one of the largest housing providers in the region, offering 11,000 safe, secure and affordable homes for rent and sale.



Our promise is that any profit we make will be reinvested straight back into local communities. When you work with us, you're helping local people and communities to thrive.

*Being Ongo is believing we can make a difference.*



**Find out more  
about Ongo here**

# OUR VISION AND VALUES

## VISION

We are a group of companies with one clear aim - **to create and sustain truly vibrant communities.**

To us, a truly vibrant community is one where our tenants and local people feel safe, secure and happy in their homes and neighbourhoods, where children grow up with aspirations and opportunities, where diversity is respected and celebrated and where vulnerable people are looked after and cared for.

## VALUES

### PARTNERSHIP

Being a great partner is really important and is about valuing relationships with colleagues, tenants, suppliers, customers and other organisations.

It's about listening, learning and problem solving together, by sharing skills, knowledge, experiences and ideas.

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### DRIVE

We aim for excellence and won't give up.

We learn and look for new and better ways of doing things and our customer service should set us apart

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### RESPONSIBILITY

We are responsible for making sure our customers are well looked after and that information we hold is secure.

We value diversity and respect individuality. We also look for ways to be more efficient and reduce risks.

# Our Corporate Plan

## 2024 - 2029

**Our Corporate Plan sets out our objectives for the next five years.**

Created in partnership with tenants, customers and colleagues, it has three objectives, to be a great landlord, have a customer focus and be aware of our growth and sustainability.



**Be a great landlord**

**Ensure our tenants and customers remain our focus across everything we do**



**Grow and be a sustainable organisation**



# WORKING WITH US



Making a positive difference to people's lives and creating a better community is at the heart of everything we do, whether it's housing a family who are in need, supporting a tenant with their mental health or giving valuable guidance to the next generation. To do this, we invest in recruiting and retaining the very best people.

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We need a leader who can drive this passion forward and engage colleagues to deliver their best every day.

We believe difference is what makes us stronger and recognise the importance of our teams reflecting the communities we serve, so we welcome and encourage candidates from all backgrounds for this role.

# ABOUT OUR Board



We are made up of housing, commercial and community based companies, and each area of the business has its own Board of Non-Executive Directors. These are the people who govern our business.

They have oversight and ultimate responsibility for ensuring we achieve our strategic aims as well as delivering our promise to tenants and communities. Strong governance is key and we adhere to the National Housing Federation Code of Governance 2020 and currently hold a V1/G1 rating from the Regulator of Social Housing (RSH).



**Find out more about our Board here**



# MEET OUR *Executive Leadership Team*



**Steve Hepworth,  
Chief Executive**



**Jo Sugden,  
Director of Corporate &  
Compliance Services**



**Ashley Harrison,  
Director of Resources &  
Commercial Services**



**Steve Ellard,  
Director of Property**



**Kevin Hornsby,  
Director of Customer  
Services**



**Find out more about  
our Exec team here**

# PURPOSE OF THE ROLE

The purpose is to lead on the development and effective management of our operational maintenance services (repairs and empty homes), delivering customer focussed services and ensuring compliance with current legislation and regulations, whilst also ensuring that health, safety and environmental standards are met.



- To be responsible for delivering a customer focused, high quality, comprehensive and responsive repairs and maintenance service for tenants
- To develop and implement strategic priorities and plans for the maintenance service areas, with a focus on continuous improvement and value for money
- Actively contribute to the development and delivery of strategic and policies, and contribute to the strategic direction of the organisation, providing support and direction to relevant project groups and the wider Senior Leadership Team
- As a member of the Heads of Service Team, joint responsibility for developing the Operational Plan for the business and oversight of the delivery of that plan
- To provide motivational leadership and support to line managers and their teams, ensuring clarity of direction, effective communication and development of personal potential



# Professional and personal qualities

- Evidence of diverse thinking and prioritising inclusion as a core part of your leadership style
- Demonstrates a growth mindset that puts creativity, resilience, and innovation at the heart of your leadership style
- Evidence of creating great workplaces that inspire individuals and teams to deliver fantastic outcomes
- Degree level or equivalent experience in a construction or building related subject
- Holds or is willing to work towards a Level 5 housing qualification
- Evidence of continually developing professional knowledge
- Experience of working at a senior management level

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# ORGANISATIONAL Structure

## Head of Maintenance

**Operations Manager -  
Maintenance**

**Area Manager  
Customer Liaison Manager  
Damp and Mould Manager**

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**Property Surveyors  
Customer Relations Officer**

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**Trades**

**Property Support  
Services Manager**

**Property Administration Assistant  
Logistical Support Manager  
Works Planner**

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**Project and Compliance  
Support Assistant**

**Operations Manager  
- Maintenance**

**Area Manager and Empty Homes  
Coordinators  
Contractor Coordinators**

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**Trades  
Corporate Cleaning Team  
Empty Homes Cleaner/Clearance  
Operatives  
Trade Apprentices**



# KEY TERMS



**Salary**  
£82,907 per annum



## Pension

Aviva salary sacrifice pension scheme – employer contributions 9.5%

## Additional benefits

- Volunteering opportunities
- 30 days annual leave, plus an extra day for your birthday
- Health and wellbeing programme
- Health care cash plan
- Car/bike to work salary sacrifice scheme
- Agile working
- Long service awards
- Life cover equivalent to 3x basic salary
- Enhanced parental leave and pay benefits
- Learning and development opportunities
- 100% attendance recognition



# HOW TO APPLY



## CV and Equal Opportunities Monitoring form

Please email a copy of your CV and a completed Equal Opportunities Monitoring Form to [steve.fox@ongo.co.uk](mailto:steve.fox@ongo.co.uk).

## Record a video

So that we get to know you a little better, please send us a video answering the three questions below, taking one minute on each. It doesn't have to be anything fancy, a simple smartphone recording will do the trick.

**1. What do you think are the top three key attributes of being a successful leader?**

**2. Why do you want to join Ongo?**

**3. How do you see yourself fitting in here at Ongo, and what will you bring to the Heads of Service Team?**

Please send your video via WhatsApp to 07970 683176. If you have any issues with getting this over, just get in touch so we can help.

*We look forward to hearing  
from you - good luck!*

# Key Dates

**For an informal conversation  
please contact:**

Steve Ellard  
Director of Property  
steve.ellard@ongo.co.uk  
07717588133

**Closing date:**

Friday 13 September 2024, 12noon

**First stage interviews (via Microsoft Teams):**

Friday 20 September (possibly 23)

**Final stage interviews (at The Arc in Scunthorpe):**

Thursday 26 September (possibly 27)

*Thank you for your  
interest in joining us*

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