

Job Description

Job title:	Head of Property Services
Reports to:	Director of Assets & Compliance
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Head of Property Services, you play a critical role in delivering Accent’s strategic objectives to provide high-quality homes and sustainable communities. You will lead the Property Services Department, responsible for all aspects of responsive and void maintenance services. Your role focuses on delivering a first-class repairs and voids maintenance service, ensuring all properties are maintained to the highest standard while enhancing service efficiency and customer satisfaction.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate leadership that aligns with Accent’s values, driving continuous improvement and fostering an environment where customer satisfaction is at the core of all service delivery. By leveraging your strong commercial acumen and collaborative skills, you will build lasting relationships with both internal teams and external contractors. You will actively seek opportunities to shape the future of property maintenance services, ensuring that they meet both customer expectations and corporate objectives. As a senior leader, your commitment to excellence in service delivery will help drive Accent’s mission forward. Through effective team management, contract oversight, and strategic thinking, you will inspire colleagues to uphold Accent’s standards of quality, safety, and sustainability. You will work with a range of stakeholders to ensure that we deliver on our promises, creating homes where residents can thrive.



Key Responsibilities and Duties

- Provide leadership to the Property Services Department, ensuring the delivery of responsive and voids maintenance services that meet Accent's strategic goals.
- Ensure that all Accent homes and buildings are repaired to a high standard, using cost-effective and efficient methods.
- Lead service improvement initiatives, including resident engagement, analysis of complaints, and KPI trends to shape future service delivery.
- Manage key supplier and contractor relationships, ensuring that long-term strategic relationships are built and maintained.
- Take the lead on the procurement of new services, overseeing the tendering and appointment of contractors for repairs and voids maintenance.
- Ensure that all contracts and internal activities are compliant with Health & Safety legislation, working closely with the Health & Safety team.
- Act as a key member of the Wider Leadership Group, collaborating with colleagues across the business to deliver Accent's strategic objectives.
- Manage annual capital and revenue budgets for responsive and void maintenance services, ensuring financial control is maintained throughout the year.
- Monitor the management of void properties, ensuring that repairs are completed promptly to minimise rent loss.
- Ensure effective contract management and performance appraisal, including regular reporting on KPIs and the operation of control mechanisms.
- Take responsibility for handling disrepair cases, ensuring that matters are resolved efficiently for customers and that lessons are learned to prevent recurrence.
- Ensure that asset management data collection targets are met and that data is recorded accurately and promptly, contributing to the wider stock condition data collection programme.
- Act as the technical lead for Accent, maintaining strong relationships with customer contact centres to ensure swift and effective resolutions for customers.
- Engage with customers and stakeholders in the design, delivery, and monitoring of responsive and void maintenance services.
- Report on KPIs to the Senior Leadership Team (SLT), Executive Team, Customer Experience Committee, and Capital Investment Committee.
- Act as a secondary point of escalation outside of normal business hours for major emergency repair situations, rotating alongside other Heads of Service on a rota basis.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- I will proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and I will always act with integrity towards my peers and colleagues and not engage any disrespectful behaviours.
- Invest in our own personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.

- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, we create safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Significant experience or a qualification in construction or Asset Management.
- Extensive management experience, with responsibility for leading teams in the delivery of asset management, repairs, and maintenance strategies.
- Strong leadership and motivational skills, with the ability to create a high-performance team culture.
- A proven track record of delivering high-quality repairs and maintenance services to customers.
- Commitment to customer and building safety alongside service delivery.
- Excellent understanding of asset performance and strong commercial acumen.
- Experience managing substantial budgets and overseeing procurement processes.
- Strong negotiation skills and the ability to resolve complex situations.
- Well-developed interpersonal and communication skills, both written and verbal.
- Able to demonstrate abilities to work with other departments collaboratively to deliver lasting change
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving licence and access to a vehicle is required

The added extras:

- Experience with health and safety compliance in property maintenance and repairs.
- Knowledge of different procurement options and contract management frameworks.
- Experience working with asset management systems and the use of operational software for property maintenance Passion for environmental sustainability and an understanding of how to achieve net-zero carbon emissions by 2050.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.