



Role Profile

Service Manager – Planned Maintenance
Inclusive Economy & Sustainability

Role Profile: Service Manager – Planned Maintenance	Role Profile Number: SBC_12453
Directorate/Group: Inclusive Economy & Sustainability	Reporting to: Head of Housing & Corporate Repairs
Grade: CFL 12	Date Prepared December 2025

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

- We SEE** – people, not problems – and stay curious to understand their story.
- We HEAR** – each other and the people we serve
- We CARE** – about our colleagues, our residents and our community
- We ACT** – with integrity, accountability and purpose
- We LEARN** – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.

				
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Job Purpose

This leadership role is pivotal in shaping and delivering a high-performing, customer-focused capital investment portfolio across the Council's housing and corporate property portfolio. The postholder will lead the strategic and operational delivery of planned improvements, ensuring that capital works are delivered to time, cost, and quality standards, and that properties meet statutory housing standards, regulatory expectations, and client requirements.

As a senior leader, the role demands expert technical knowledge in building construction, asset management, and capital portfolio delivery, alongside strong leadership and the ability to influence and collaborate across the organisation and with external stakeholders, including the Regulator of Social Housing, the Housing Ombudsman, and funding bodies.

The postholder will be accountable for the delivery of major works such as decarbonisation, building safety upgrades, key component replacements and estate regeneration. The post holder will oversee workforce development, direct budget management, delegated budget management and continuous improvement, driving innovation and excellence in service delivery.

Fundamental to the role is contract commissioning and management. It requires the ability to lead multi-disciplinary teams, manage complex stakeholder relationships and a large complex capital portfolio. Robust governance and compliance across all capital activities is essential. The postholder will also contribute to wider corporate objectives working across the organisation, while ensuring the Council's housing improvements contribute to safe, well-maintained homes.

Key Accountabilities

- Provide strategic leadership and operational oversight of a portfolio of capital planned improvement programmes across the Council's housing and corporate property assets.
- Lead the development and implementation of multi-year investment strategies, ensuring alignment with asset management plans, housing standards, and corporate priorities as instructed by client teams.
- Ensure full compliance with statutory housing standards, including the Decent Homes Standard, HHSRS, and the Regulator of Social Housing's Consumer Standards.
- Oversee the strategic procurement, mobilisation, and contract management of substantial planned works contracts and frameworks, ensuring value for money, quality assurance, and compliance with procurement regulations.
- Lead teams and monitor contractor performance and ensure delivery against contractual obligations, technical specifications, and Council policies.
- Manage a high-value capital budget, ensuring robust financial stewardship, accurate forecasting, and adherence to financial regulations. Coach and mentor direct reports to ensure accurate financial monitoring and forecasting.

- Establish and maintain portfolio governance, risk management, and performance reporting frameworks to ensure transparency, accountability, and continuous improvement.
- Provide strategic leadership to internal teams and external delivery partners, fostering a culture of collaboration, professionalism, and service excellence.
- Develop and deliver a workforce strategy that ensures the service is appropriately resourced, skilled, and capable of meeting current and future portfolio demands.
- Lead the design and implementation of service improvement plans, ensuring alignment with corporate objectives and regulatory expectations.
- Analyse and present portfolio performance data to senior leaders, elected members, and external stakeholders to inform strategic decision-making and drive service enhancements.
- Ensure the service is inspection-ready and responsive to scrutiny from regulatory bodies such as the Social Housing Regulator and Housing Ombudsman.
- Respond to high-priority issues and complaints related to capital works, ensuring timely resolution and maintaining public confidence.
- Ensure compliance with Health & Safety legislation, including the Construction Design and Management Regulations 2015.
- Collaborate across operational and corporate services to support integrated service delivery, organisational resilience, and strategic alignment.
- Provide expert advice to Councillors, MPs, and senior stakeholders on matters relating to planned improvements, disrepair, and property investment.
- Champion a customer-focused approach, identifying and implementing service innovations that improve resident outcomes and satisfaction.
- Drive commercial awareness and operational efficiency, identifying opportunities to reduce costs, improve productivity, and maximise value from internal and external resources.
- Deputise for the Head of Housing & Corporate Repairs as required, ensuring continuity of leadership and strategic direction.
- Promote the Council's values and behaviours, contributing to a high-performing, inclusive, and forward-thinking organisational culture

Supplementary Accountabilities

- Lead strategic partnership working with suppliers, emergency services, elected members, community groups, and other key stakeholders to ensure coordinated responses to urgent and complex property-related issues across the capital works portfolio.

- Provide visible and decisive leadership during critical incidents, ensuring effective communication and rapid decision-making across internal and external partners.
- Represent the Council at regional and national forums, contributing to sector-wide discussions on capital investment, compliance, and innovation in property services.
- Maintain strategic oversight of health and safety across all capital works environments, including hazardous sites, ensuring robust risk assessments, mitigation strategies, and contingency planning to safeguard staff, residents, and service continuity.
- Lead the development of policies, procedures, and documentation for capital portfolio delivery, regulatory compliance, and legal defensibility.
- Provide expert input into legal proceedings and dispute resolution relating to construction defects, contractor performance, and housing disrepair claims.
- Ensure the capital works service is responsive to political priorities, including managing high-profile cases and providing strategic briefings to senior officers, elected members, and MPs.
- Champion innovation and digital transformation within the capital works service, identifying and implementing opportunities to improve efficiency, data quality, and customer experience.
- Ensure the service remains agile and responsive to legislative changes, regulatory reform, and evolving customer expectations, adapting delivery models and strategies accordingly.
- Undertake site visits across the Borough and attend external meetings as required, representing the Council professionally and authoritatively in all capital portfolio matters.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Extensive experience in leading and managing large-scale capital works investment portfolios within a local authority or social housing context, with full accountability for delivery through external contractors.
- Proven track record of strategic contract management, including procurement, mobilisation, performance monitoring, dispute resolution, and ensuring compliance with contractual obligations and public sector procurement regulations.
- Substantial experience in the application and management of JCT forms of contract, including familiarity with contract administration, risk allocation, and dispute resolution mechanisms within capital works programmes.
- Strong portfolio management experience, overseeing multiple concurrent programmes/project across diverse property types, ensuring alignment with asset management strategies and corporate priorities.

- Comprehensive understanding of statutory housing standards, including the Decent Homes Standard, Housing Health and Safety Rating System (HHSRS), and the Regulator of Social Housing's Consumer Standards, and how these apply to capital works.
- Demonstrated ability to lead service transformation and change programmes, delivering improved operational efficiency, enhanced customer outcomes, and measurable performance improvements through contractor-led delivery models.
- Significant experience in managing high-value capital budgets, with a strong track record of financial stewardship, cost control, and compliance with financial governance frameworks.
- Proven ability to work collaboratively across internal departments, external agencies, and strategic partners to deliver integrated capital programmes and shared objectives.
- Commercially astute, with the ability to identify and implement opportunities for service efficiency, innovation, and value for money within a contractor-delivered environment.
- Strong understanding of technology-enabled programme management, including the use of real-time data, asset systems, and digital platforms to monitor contractor performance and improve customer experience.

Qualifications

- A recognised Health & Safety qualification or accreditation (e.g. NEBOSH, IOSH Managing Safely) is desirable; candidates with substantial operational health and safety experience will also be considered.
- Possession of a recognised project management qualification (e.g. PRINCE2), or equivalent experience in managing complex capital portfolios within a contractor-led delivery model.
- Evidence of continued professional development and leadership training relevant to senior operational or strategic management roles is desirable.
- A degree-level qualification in a property, construction, or building-related discipline (e.g. Building Surveying, Construction Management, is desirable; equivalent knowledge and experience will be considered.
- Professional membership or accreditation with a recognised industry body (e.g. MCIQB, MRICS) is desirable; equivalent practical experience will be considered.

Decision Making

- Exercise strategic and autonomous decision-making authority across a complex service, ensuring alignment with corporate objectives, statutory obligations, and regulatory standards.
- Make expert technical decisions that directly influence the safety, compliance, and long-term performance of housing and corporate property assets.
- Prioritise and escalate decisions where there is a risk to life, serious injury, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Approve specifications, contract documentation, and financial commitments within delegated authority, ensuring alignment with legal, technical, and governance frameworks.

- Collaborate with senior officers across housing, property, legal, finance, compliance, and health and safety teams to ensure technical decisions, service delivery, and strategic planning are aligned with corporate objectives, statutory obligations, and regulatory frameworks.
- Influence internal and external stakeholders and decision-makers by providing expert advice, technical insight, and strategic recommendations that shape service direction, investment priorities, and risk management approaches.
- Build and maintain effective relationships with tenants, leaseholders, and members of the public, communicating complex technical issues with clarity and empathy to support resolution and maintain confidence in the service.
- Represent the Council in multi-agency forums, regulatory inspections, and strategic partnerships, ensuring technical credibility and alignment with external standards.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

The postholder will be required to observe and fulfil the seven principles of public life (also known as the Nolan Principles):

- Selflessness - *Holders of public office should act solely in terms of the public interest.*
- Integrity - *Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.*
- Objectivity - *Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.*
- Accountability - *Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.*
- Openness - *Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.*
- Honesty - *Holders of public office should be truthful.*
- Leadership - *Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.*

Other key requirements of the role

The post holder will:

- be required to operate within any relevant delegations as detailed in the council's scheme of delegation of the council's constitution.
- be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the council with residents, the Leader and Cabinet and all elected Members and external bodies.
- Team player capable of influencing and working within cross-functional teams at all levels.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

This is a not a politically restricted post under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990.

Employee Name: Enter name here	Employee Signature:
Date: Enter date here	<i>Sign here</i>
Line Manager: Enter name here	Line Manager Signature:
Date: Enter date here	<i>Sign here</i>

