

Area Manager

Team Location based Service Delivery Team	Salary £57,939
Team responsibility Maintenance Managers(s) Housing Manager(s) Repairs and Void Schedulers	Line Manager Regional Director

The job in a nutshell

As manager of the location-based team inclusive of both Housing and Maintenance services you will champion for your area and customers and will support the development and delivery of the Beyond Housing strategic goals around Services, Homes, Places and People.

You will enable the delivery of planned objectives by creating a team culture where performance is owned by colleagues who are focused on delivering our customer promise.

You will be commercially accountable for the effective management of the area (which includes maintenance and housing, income and expenditure and the overall area budget) to maximise opportunities to improve services for customers. You will create a working environment where housing, repairs and support teams are integrated, co-located and collaborate to remove barriers to service delivery.

Duties and Responsibilities

- Develop the overall strategic ambition for your area, involving all stakeholders and produce an action plan to ensure that this ambition is delivered.
- Create and deliver locality plans for individual estates within your area, working directly with the Regeneration Manager.
- Work directly with the regional director and other area managers to ensure seamless service delivery across the organisation, predicting and reacting to changing patterns in demand and resources.
- Work with the Regional Director to ensure the development of appropriate performance targets for your area.
- Monitor and deliver individual and team performance against KPIs, regulatory and quality standards and internal targets across housing, maintenance and customer services.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
1	16 Dec 2025	Initial Version	

- Create and embed a 'one team' vision and culture that is aligned to Beyond Housing's vision and values and focused on delivering the customer promise.
- Contribute to the development of area budgets and manage them effectively, ensuring prudent use of resources and delivery within financial targets and cost control across all services.
- Oversee procurement and contractor performance where relevant.
- Lead, coach, develop and performance manage the Maintenance, Housing and Support leadership teams to enable high performing teams and the provision of first-class accessible customer centric service.
- Collaborate effectively with the relevant centralised service teams and other location-based teams to ensure effective delivery of all maintenance and housing services in line with health and safety, legislative and regulatory requirements.
- Facilitate the achievement of strategic and operational goals and performance targets through effective communication with the team to foster a culture of service innovation, and continuous service improvement.
- Be accountable for developing a positive health and safety focused culture with overall responsibility for Health and Safety relating to customers and colleagues in the area (CDMC)
- Be the lead representative for Beyond Housing with all the relevant stakeholders within your area, to build meaningful collaborative relationships, identifying and delivering commercial opportunities for the benefit of your customers and the organisation.
- Be the lead for the organisation in your area in responses to escalations, referrals and complaints, dealing with these with consideration and carrying out root cause analysis to eradicate repeat failures at source.
- Deliver continuous improvement, identifying areas that can improve service standards and reduce costs thereby enhancing value for money.
- Have professional responsibility for an area of policy across the whole business, ensuring you are continually aware of developments in this area and providing advice, guidance and updating policies and procedures as required.
- Ensure that the regulatory consumer standards are being delivered in accordance with organisational priorities in your area and identifying ways these can be enhanced.
- Be responsible for the TSM results in your area and work with your team and customers to continually improve their results.

- Be the lead for customer involvement, engagement and scrutiny in your area, working closely with the central customer insight team to make customers intrinsic to the delivery and development of services in your area.
- Represent customers and colleagues in your area by working across the business to coordinate with centralised services to provide safe and secure homes in your area.
- Work closely with external partners and stakeholders to enable best outcomes for customers and communities in your area.
- Ensure that the procedures for managing van stocks and materials are being correctly administered in line with our health and safety and procurement frameworks.

The above list is not exhaustive, and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- A passionate drive to improve the lives of your customers, with experience in and evidence of embedding a culture of continuous improvement.
- Ability to analyse performance data and customer insight to ensure efficient and effective service delivery in line with the strategy and within time, cost and quality standards
- Leadership and management skills that will enable a high performing, one team culture focused on meeting and exceeding customer expectations and continually innovating local service delivery
- Budget and financial management experience and application in a service delivery environment to deliver value for money.
- Exceptional communication skills and experience of liaising/consulting with external stakeholders and customers on a regular basis to build meaningful relationships, where required respond effectively on escalations, referrals and complaints.

Competencies

Customer focus - Anticipates and shapes evolving customer needs, builds trusted relationships, drives service excellence, and leads improvements that elevate experience at scale

Working together and communication - Drives strong cross-functional collaboration and clear, influential communication, fostering inclusive dialogue, coaching others, and building a culture of respect and psychological safety

Takes ownership and delivers results - Takes ownership of high-impact priorities, anticipates and mitigates risks, upholds ethical standards, drives accountability, and builds a transparent, delivery-focused culture

Problem solving and continuous improvement - solves complex issues through structured, evidence-based analysis, drives impactful organisational improvements, fosters creativity and experimentation, and builds capability in continuous improvement across teams

Adaptable and flexible - Anticipates and responds effectively to change, staying calm and solution-focused, supporting others to adapt, learning quickly, and role-modelling flexibility to maintain momentum

Risk Based thinking - Proactively identifies strategic risks and opportunities, embeds balanced and informed risk-aware decision-making across teams, coaches others in effective risk management, and strengthens organisational resilience

Qualifications

- H&S competencies required to complete the duties of the role and enable a safe working environment for colleagues and customers.
- Relevant housing qualifications applicable to the role
- Driving license

It's a bonus if you also bring

- Experience of leading and managing multi-disciplinary teams within social housing
- Experience and applied knowledge of using data analysis skills to enable continued performance improvements delivering service innovation

NB: If you have a disability we may explore reasonable adjustments with you.