



Creating great homes together

Role Profile

Position

Regional Home Services Manager

Reporting to

Head of Building Safety & Compliance

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will have opportunity to shape our front-line operations and be part of an organisation where talented and ambitious colleagues enjoy rewarding and fulfilling careers.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our exceptional benefits package reflects our commitment to your well-being and includes a generous pension scheme and a comprehensive cash back health care scheme. We also support our local communities and encourage you to get involved by taking one paid day a year to volunteer.
- In addition to our extensive benefits package, you will receive 25 days of holiday annually, which can increase to 30 days after five years of service. Our wellbeing portal and employee assistance program are tailored to support both your mental and physical health, ensuring you thrive in both your professional and personal life.

What you are known for

- You will be a leader, motivator and collaborator, you will be known for hitting and exceeding targets and creating efficiencies.
- You work well under pressure, and you always put the customer at the heart of your decision making.
- You will use data and insight to improve the performance of your regions.
- You will have new and innovative ideas to improve the overall Customer and colleague Experience.
- You won't be afraid to challenge, and you will have the ability to be both operational and strategic.
- You will be a promotor and champion of sustainability, diversity and inclusion.

What you take care of

- As a Home Services Regional manager, you are responsible for the day-to-day performance of our home services delivery model including Housing, Response Repairs and Estates services.
- You and your team will build a relationship with the community and ensure that all teams work together to create a collaborative environment where the customer is at the heart.
- You will manage 1 x Tenancy lead, 1 x estates lead, 1 x maintenance lead and 1 x surveyor, as well as other team members necessary to deliver services in your specific region.
- You will be part of a team of 3 Regional Home Services Managers, and you will all work collaboratively to share best practice and resource when needed.
- You will also build a good relationship with the Customer and Community support teams to sign post customers to specialist services when they need it the most.
- This role will bring our operational teams to the forefront of our communities.

What you need to be successful

- You will be an established leader, with at least 2 years' experience managing a front line operational team, you don't need specific experience across all areas but you will need to be results and performance driven and will be able to evidence where you have exceeded targets and increased customer and colleague satisfaction.
- You will be Customer Obsessed!!
- You will have a good understanding of the Housing sector and the current pressures it is facing. You will be used to managing budgets and creating efficiencies.
- You will be collaborative and adaptable.
- You will be able to adapt to new and emerging technology and will be forward thinking.

Qualifications required

Applicants with transferrable skills are encouraged to apply.