



Role Profile

Role Title (External)	Director of Property Services
Reports To	Executive Director – Property
Direct Reports	Up to 5
Directorate	Property
Department	Property Services
Budget Sign	Ownership of budget
Location	London or Midlands
Geographical Spread	National

Role Purpose

The Director of Property Services is accountable for providing strategic and operational leadership for MTVH's Property Services department, ensuring high-performing, resident-focused services across the portfolio.

The role leads the delivery of property services across MTVH's 58,000 homes, including resident-focused asset management support. The role is accountable for the development, implementation and review of regional delivery plans, programmes and performance, and provides visible leadership that builds capability, strengthens partnership working and enables effective collaboration across the business.

As a member of MTVH's Senior Leadership Team, the role builds strong relationships across MTVH, works collaboratively to resolve cross-organisational issues, and contributes to the delivery of MTVH's Corporate Strategy, securing value for money and improved outcomes for customers.

Key Responsibilities and Outcomes

■ Strategy and Strategic Leadership

- Contribute to the development and delivery of MTVH's corporate strategy and long-term direction, ensuring alignment between organisational priorities and activity within the remit of the role.
- Act collectively as a member of the Senior Leadership Team to resolve cross-organisational issues, remove barriers to delivery and drive joined-up decision-making.

■ Operational Management and Delivery

- Lead the effective operational delivery of services and programmes within the remit of the role, ensuring plans are implemented, resources are coordinated and issues are managed to achieve agreed outcomes.

■ Financial Accountability

- Be accountable for the effective use of resources within the remit of the role, ensuring spend is planned, controlled and aligned to agreed priorities.
- Ensure decisions and plans deliver value for money and contribute to the organisation's financial sustainability.



■ **Governance, Risk and Compliance**

- Ensure compliance with all relevant legal, regulatory and policy requirements within the remit of the role. Keep abreast of new and emerging regulations and their implications for MTVH, and proactively identify, manage and escalate risks to protect customers, colleagues and the organisation.
- Own and maintain the functional policy and procedural framework within the remit of the role, ensuring it remains current, compliant and effectively embedded.
- Accountable for ensuring the quality and integrity of data and records, enabling reliable reporting, monitoring and oversight of performance and progress.
- Accountable for ensuring that effective health and safety and risk management are integral to operating practices and behaviours, promoting a “learning from experience” culture and ensuring corrective actions are implemented.

■ **People Leadership and Culture**

- Lead, develop and motivate teams in line with MTVH values, building capability through effective recruitment, coaching and performance management to create a positive, inclusive and performance-focused culture that delivers high standards and accountability.
- Responsible for staff development and succession planning, ensuring sustainable leadership capability and resilience across the organisation

■ **Stakeholder, Partnership and Governance Forums**

- Manage internal and external stakeholder relationships via the relevant meetings, forums and committees, providing clear advice, reporting and decision support as required.
- Represent MTVH effectively in internal and external forums, building collaborative relationships that support delivery, risk management and good governance within the remit of the role.

■ **Customer, Resident and Community Focus**

- Ensure customer, resident and community outcomes are central to decision-making within the remit of the role, working with colleagues to provide clear, timely information and support that improves service experience and outcomes.
- Ensure the end-to-end customer journey is at the heart of MTVH's approach to service delivery, promoting a culture where decisions, service design and operational activity are consistently focused on delivering the best possible outcomes for customers, residents and communities.

■ **Performance, Improvement and Change**

- Drive continuous improvement and change within the remit of the role, using performance insight to identify priorities, deliver measurable benefits and embed sustainable improvements in outcomes and ways of working.
- Ensure resident insight and feedback are embedded in service design and continuous improvement activity.



Role Specific Duties:

■ Regional Property Services Delivery and Technical Leadership

- Provide strategic and operational leadership for multi-disciplinary, geographically dispersed regional teams, covering technical advisory, surveying, project management and voids contract management and delivery.
- Lead operational performance delivery, working with colleagues across the organisation, sector peers, third party providers and strategic partners to define outcomes, set targets and monitor delivery within a culture of customer-focused improvement aligned to MTVH corporate strategies.
- Ensure operational and financial targets are delivered across the roles portfolio and that service plans remain aligned to the MTVH business plan.

■ Damp, Mould and Regulatory Readiness

- Lead MTVH's approach to warm and dry homes, including damp and mould policy and delivery in partnership with Repairs & Service Delivery (Metworks) and external supply chain partners, ensuring organisational readiness and effective response to all relevant current and future legislation and regulation.

■ Quality and Compliance

- Ensure working practices are effective and that delivery meets health and safety, safeguarding and equality, diversity and inclusion requirements.
- Lead MTVH's approach to the identification, investigation and resolution of latent defects across the housing portfolio, ensuring effective management of developer, contractor and warranty provider relationships (e.g. NHBC), protecting customer safety, asset quality and organisational interests.
- Establish and maintain mechanisms to monitor and improve service quality and customer satisfaction.

General Responsibilities

- **Safeguarding, Safety and Compliance:** To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organisation.
- **Values and Professional Conduct:** Actively and effectively promote the organisation's corporate values of Care, Dare, Collaborate and Own. Role modeling appropriate behaviors and acting with the highest level of professionalism and integrity.
- **Cross-Team Collaboration and Cover:** Play an active role in contributing to effective cross-team working and provide cover for colleagues as required.
- **Confidentiality and Data Protection:** To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- **Health and Safety:** To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- **Code of Conduct, Equality and Inclusion:** To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity.

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.



Knowledge / Skills / Experience required

- Educated to degree level or holds an equivalent role-related qualification (e.g., RICS/ MCIQB/ CIH), or has proven equivalent experience, with substantial senior leadership experience in a comparable role within a complex environment.
- Significant senior experience leading large-scale repairs and maintenance services within social housing or a comparable sector, with accountability for customer outcomes.
- Proven track record of delivering service improvement and transformational change, improving outcomes, customer satisfaction and operational performance.
- Strong commercial, contract and health and safety capability across building services and repairs delivery, including supplier/performance management and embedding compliant working practices across teams and supply chain.
- Strong strategic leadership capability, with the ability to set clear direction, align teams to organisational priorities, and drive delivery at pace.

Date	March 2026
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