



Customer Delivery Manager (Heating)

Reports to: M&E Programme Manager

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

I lead and support operational teams to deliver a safe, compliant and high-quality service so customers have homes that are safe, secure and warm.

I oversee the day-to-day delivery of servicing, repairs, maintenance and installation work, ensuring clear priorities, effective planning and high standards so work is completed right first time and on time.

I provide visible leadership, coaching and support to my teams, helping them to perform and develop while creating a positive and accountable working environment.

I take responsibility for safety and compliance, ensuring all work meets legislative, regulatory and organisational standards and that risks are identified and managed effectively.

I monitor performance and use resources effectively, using data to identify issues, improve productivity and deliver value for money. I take action to address concerns and drive continuous improvement.

I take ownership of customer outcomes, resolving complex issues and supporting a consistently positive customer experience across my teams.

I support contract and commercial performance by monitoring costs, managing resources and contributing to reporting, client relationships and service improvements.

I work collaboratively with managers, teams and partners to deliver a joined-up service and achieve wider organisational goals.

My skills and experience include:

I have experience supervising operational teams in a customer-focused, technical or housing environment, with a strong understanding of service delivery and performance.

I am confident leading and developing people, managing performance and handling challenging situations in a professional and constructive way.

I have good knowledge of health and safety legislation and regulatory requirements, with experience ensuring compliance in operational environments.

I am organised and able to plan and prioritise work effectively, using data and insight to monitor performance and drive improvements.

The skills I will develop include:

I will continue to develop my leadership capability, particularly in building high-performing teams and supporting talent development.

I will strengthen my use of data and insight to improve performance, efficiency and customer outcomes.

I will continue to build my commercial awareness and confidence in managing budgets, contracts and service improvements.