

Capital Works Manager

Reports to: Operations Manager (Capital)



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

I lead the day-to-day delivery of Capital Works projects, including kitchens, bathrooms and rewires, ensuring works are completed safely, efficiently and to a high standard in line with Flagship specifications, Building Regulations, Health & Safety requirements and company policies.

I manage and support a team of multi-skilled operatives, providing leadership, coaching and performance management to drive productivity, quality, customer satisfaction and continuous improvement. I am committed to developing my team and creating a culture where safety, accountability and high standards are at the forefront of everything we do.

Through pre-surveys, quality inspections and post-work checks, I ensure workmanship meets the required standards, key performance indicators and financial targets are achieved, and opportunities for improvement are identified and implemented. I focus on maintaining 100% compliance while delivering an efficient and customer-focused service.

Collaboration is a key part of my role. I work closely with customers, contractors, housing teams, Resource Controllers, Voids and Logistics teams to ensure work is planned effectively, homes are improved within agreed timescales, and operational challenges are resolved quickly. By building strong working relationships across the business, I help ensure customers receive high-quality home improvements and an excellent overall experience.

Through effective leadership, strong operational management and a focus on continuous improvement, I help deliver safe, compliant and high-quality homes that enable our customers to thrive.

My skills and experience include:

1-3 years' experience of working in a supervisor/lead operative role. I also have experience with managing a team in a maintenance related role within Social Housing or another related industry.

I have experience and understanding of the workplace/site health and safety.

I have practical working knowledge of Capital Works and a good understanding of cost control and budgets. I am also competent in Microsoft applications.

I am flexible and can demonstrate a proactive approach to decision making and management applications.

I have a full driving licence.

The skills I will develop include:

Ongoing personal and professional development, including focused development on people management, presenting to varied audiences and focus of efficiencies and budget management.