

We are hiring a Head of Repairs Operations

Welcome from Nick Batt, Chief Operating Officer

This role is an opportunity to be part of a team that makes a genuine difference in our communities. In this pack, you'll find details about the position and insights into what it's like to work with us. Connexus is a rural housing association rooted in Shropshire and Herefordshire. We provide over 10,000 affordable rented homes and associated support services across the two counties, supported by a workforce of approximately 530 colleagues.



Our vision is simple yet ambitious: to provide homes you can build a life in. Central to achieving this vision is our belief in the value and potential of our people. We recognise that a positive, empowered, and engaged workforce is essential to delivering outstanding service to our customers and communities.

We are always looking for people who are motivated, hard-working, flexible, full of ideas and most importantly, people who really want to make a difference. We want people that will embrace our culture and the freedom it offers and continue with the innovation in service delivery we have become known for. If you like the sound of this, then we might be the organisation for you. I hope the information in this pack proves useful and gives you all the guidance you need to pursue your application.

Nick Batt

Chief Operating Officer

Our corporate plan

Our new Corporate Plan, homes you can build a life in was launched in March 2025. This new plan focuses on our commitment to providing good-quality, safe, and affordable homes – fundamental principles that will always guide Connexus. Where we do want to see change is in our service delivery, with a focus on building trust in our services as well as ensuring we are operating as efficiently and effectively as possible.



As well as building trust, we will of course continue to build new homes, with this plan shifting the focus to look at our existing land, the properties we have, and the needs of the local communities we serve. Regeneration will play much more of a role in our developments over the next five years, aiming to replace homes which are no longer fit for purpose in the same places or close by – ensuring affordable housing doesn't disappear from our communities.

This plan is a confident step forward, shaped by those we serve and work alongside. It reflects our commitment to providing good quality, affordable homes while adapting to the evolving needs of our communities.

Read the [Corporate Plan 2025-2030 here](#).

Our direction of travel

Connexus's Corporate Plan is clear: customers should have homes they can build a life in. Repairs and maintenance sit at the heart of this ambition.

We are evolving our repairs service to be more efficient, flexible and responsive to customer needs in moving beyond a purely transactional model to one that is smarter, joined-up and customer-centred. This includes improving "right first time" performance,

making services easier to access, strengthening operational planning, and using data and technology to drive better outcomes.

The Head of Repairs Operations will be central to this journey, working closely with asset management and building safety colleagues to deliver a coordinated approach to maintaining safe, well-cared-for homes, today and for the future. This is an opportunity to lead meaningful change, improve services for customers, and shape a repairs function that is fit for the evolving expectations of social housing.

What we can offer you

The benefits at Connexus



Hybrid Working

Where possible, we offer hybrid working which involves working from home and working in an office/hub for an amount of time during the week as agreed with your line manager.



Personal development

A healthy learning and training budget to support your development



Car Allowance

Car allowance of £6,575 per year.



Annual leave

You'll be entitled to 30 days annual leave plus bank holidays.



Pensions

We've got a great pension with the Social Housing Pension scheme that you'll automatically be enrolled into, with employer contribution of up to 15%.



Enhanced maternity/paternity pay

Dependent on service qualifying criteria we offer enhanced maternity up to 26 weeks full pay and paternity benefits up to 2 weeks full pay.



Volunteering

We're a community-focussed organisation and encourage our colleagues to take 1 day every year to volunteer in the community and you'll receive your normal pay for that day.



Equipped for the job

All IT equipment along with uniform, van and tools where required are provided.



Your wellbeing

Your wellbeing is very important to us and we have a number of offerings to help keep you well in and outside work. We offer private medical insurance to all senior management colleagues.



Healthcare Cash Plan

We offer a plan from BHSF that gives you money back for costs of treatment from various health care providers such as opticians, the dentist and physiotherapists.

Discounts Scheme

This is provided through BHSF. You can get discounts and cashback using an online portal for major high street brands, leisure, and services.

Flexible working

We're supportive of flexible working wherever possible and this can be discussed with your line manager and a flexible working request can be made if needed

Meet with us

Expect to hear from us soon.

If invited to interview, we'll provide all the details in advance, including any interview formats we may use. During the interview, we'll chat about your experience, and you'll have the chance to ask questions too. There may also be a task or presentation so you can showcase your skills.

If you're successful, we'll be in touch to discuss the next steps and make sure you have everything you need to get started.

Directors

Kate Smith
Chief Executive



Matt Pitt
Chief People Officer



Nick Batt
Chief Operating Officer



Fleur Whittingham
Property Director



James Taylor
Finance Director



Our Non-Executive Directors

Anne Turner
Chair of the Board



Nicola de longh
Senior Independent Director



Simon Ewins
Non-Executive Director



Imran Patel
Non-Executive Director



Julian Bill
Non-Executive Director

Helen Southwell
Non-Executive Director



James Savage
Non-Executive Director



Philip Ingle
Non-Executive Director



Anne Copeland
Non-Executive Director



Thank You

Thank you for considering a career with Connexus.

If you have any questions or need further information, please don't hesitate to reach out to the Hiring Manager or our People Team.

Your journey with Connexus starts here and we can't wait to see where it leads!

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@weareconnexus