



Your job

Job Title: Business Operations Team Manager

Service: Property Maintenance

Grade: G10

Reporting to: Operations Manager – Contracting & Business Support

You will lead the Business Operations Team that underpins the Council's Repairs and Maintenance Service, ensuring the efficient delivery of housing responsive repairs, voids and wider property maintenance functions.

Your role will focus on performance, digital transformation, workflow optimisation, and strengthen stakeholder engagement to improve service quality and to continuously improve customer satisfaction and customer experience outcomes for residents.

You will lead initiatives that support compliance with housing repair standards, optimise scheduling and workflow systems, oversee minor adaptations and target hardening programmes, manage project delivery within the service, and contribute to strategic planning for maintaining the Council's housing stock.

You will implement our asset management approach within Property Maintenance, supporting the ongoing modernisation plan and annual service. You will align the service to best practice identified through APSE benchmarking, using and analysing service-specific performance indicators and customer satisfaction surveys along with operational and customer insight to drive continuous improvement.

You will compile and interpret key performance data (e.g., emergency response times, first-time-fix, right-first-time, customer satisfaction), and statistical information to support income generation, funding opportunities, and service planning. You will lead the development and enhancement of our IT systems and governance (change

control/versioning), and champion innovations for service delivery and customer engagement, creating efficiencies that enhance scheduling, real-time tracking, and digital access to repairs, minor adaptations, target hardening services and projects supporting future service development.

You will manage a team of business support staff located across multiple sites, including supporting, training and developing colleagues (and apprentices). You will support robust financial stewardship — budgeting, forecasting, invoice approval, and compliance with financial regulations — to deliver services within budget while maximising efficiency as well as overseeing customer contact processes for the wider Repairs and Maintenance Service.

You will play a key role in delivering the aspirations and objectives set out in the various strategies driving the Property Maintenance service (such as the Housing Repairs and Maintenance Strategy). You will also contribute to the Council's Progress with Unity strategy ensuring the Business Operations team are committed to delivering the two key missions.

- **Create fair opportunities for all children, families, residents and businesses**
- **Make all our towns and neighbourhoods flourish for those who live and work in them**

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

On an ongoing basis you will:

- Lead and develop the Business Operations Team to deliver high standards in customer contact, operational planning, workflow, and performance management across repairs and maintenance, including areas in relation to minor adaptations, projects and target hardening.
- Own scheduling and work allocation, ensuring compliance with legislation, contract terms, and Council service standards; coordinate responsive, planned, minor adaptations, projects and target hardening to meet targets. Including managing void property programmes and turnaround contributions, improving cycle times and readiness to let.
- Drive digital transformation of repairs journeys — real-time job tracking, customer updates, online service access — and oversee IT governance (change control, version updates, system integrity).
- Develop, monitor and report KPIs (e.g., emergency response, first-time-fix, productivity, customer satisfaction), and prepare annual data sets for APSE and other benchmarking networks.
- Analyse demand, trends, and costs, identifying efficiency opportunities and service improvements; prepare insight that informs strategic and annual service planning.
- Lead financial processes for the service: budgeting, forecasting, expenditure monitoring, invoice approval, reconciliations, and compliance with financial regulations and audit requirements.
- Use customer/tenant feedback and contractor performance to target improvements and enhance the Council's reputation; engage proactively with members, partners and stakeholders.
- Coordinate corporate initiatives and contribute to Council priorities (e.g., Progress with Unity), supporting with the preparation of reports for Cabinet/scrutiny and representing the service professionally at internal/external meetings.
- Design and deliver training for Property Maintenance colleagues on processes, systems, data quality, and contract compliance, support change and continuous improvement

- Ensure Health & Safety compliance across business operations, collaborating with suppliers, contractors, and partners; promote workforce and community wellbeing.
- Ensure GDPR compliance, including data retention and records management in line with Council policies.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 5 Management qualification or equivalent experience in a similar role.
- Demonstrate thorough knowledge of legislative and regulatory requirements, as well as operational processes and techniques linked to repairs and maintenance, compliance, minor adaptations, projects and target hardening.
- Have a proven ability to lead multi-disciplinary teams, deliver organisational change, and embed continuous improvement through data-driven decision-making.
- Be proficient in financial processes such as budgeting, forecasting, variance analysis, invoice approval, reconciliations, and month-end reporting within appropriate finance systems.
- Demonstrate strong analytical skills to research, interpret and present performance insights; experienced in KPI design/monitoring and APSE/benchmarking submissions.
- Have excellent communication (written and verbal) with experience preparing business cases/funding applications and clear, actionable reports and recommendations for diverse stakeholders.
- The ability to drive process optimisation by mapping end-to-end workflows, eliminating bottlenecks, and embedding technology and service-design-based efficiencies.
- Knowledge of Health & Safety responsibilities within property maintenance operations and the ability to ensure compliance.

- Hold a strong sense of purpose and strive to achieve optimal outcomes that empower and support employees, communities and residents.
- Full UK driving licence and access to a vehicle for business use.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”