

Role Title	LHAPS Operations Lead
Corporate Focus	LHAPS
Objectives / Purpose of Role	
<p>The LHAPS Operations Lead is responsible for leading the delivery of an efficient and professional repairs and maintenance services, which is responsive to the needs of our tenants.</p> <p>The LHAPS Operations Lead will support the Director in the development and co-ordination of all strategies, functions, systems, policies and procedures, targets and budgets within the scope of repairs services.</p> <p>This job description is a general guide to the tasks to be fulfilled.</p>	
Accountable to	Asset and Repairs Director
Management Responsibility	LHAPS Team
Main Location / Base	Blar Mhor Industrial Estate with travel throughout Lochaber required
Hours of Work	37.5 hours per week
Date Approved	19/03/26

Key Activities
<ul style="list-style-type: none"> • To be responsible for the efficient and effective delivery of day to day, cyclical and planned maintenance services in respect of all the Association's properties. • To manage all works via the LHAPS Team, contractors, agencies and other service personnel to ensure the completion of works within agreed timescales and to quality standards. • To manage LHAPS income and expenditure against budget. • To provide clear, evidence-based reporting to the Director of Asset & Repairs, CEO, Board and regulators. • To ensure there is effective communication with all tenants and sharing owners with regard to the provision of day to day, cyclical and planned maintenance services. • To support the management of the health and safety and compliance of the Association's residential and commercial properties including the preparation of risk assessments, method statements and construction safety plans. • To manage personnel in accordance with corporate policies including but not limited to Discipline and Grievance, Attendance and Absence management. • To ensure compliance with statutory responsibilities, regulatory frameworks requirements and best-practice standards. • To support training and development programmes for staff under your control and other staff as appropriate.

- To investigate complaints and incidents and produce reports, taking corrective action where necessary.

Other Responsibilities

- Represent the organisation positively and uphold all LHA Group policies and governance expectations.
- Maintain professional development and sector expertise.
- Undertake additional duties as required by the Chief Executive..

Specific Resources Associated with this role

Essential Car User's Allowance
Mobile Phone / ICT
Protective Clothing

Key Relationships

The Highland Council, Scottish Federation of Housing Associations and Scottish Housing Network.