



Hexagon

Stock Improvement Manager

Recruitment Pack

Nov 2025



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Welcome letter

November 2025

Dear Candidate

Stock Improvement Manager

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Monday, 8th December 25.**

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold.

All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do
Appreciate difference
Be **R**esponsible (and accountable)
Empower our people



The Stock Improvement Team

We are very happy that you are considering this opportunity to join our Management Team as our Stock Improvement Manager.

Hexagon is an ambitious organisation, keen to do all we can to meet housing need in South London. We provide 4,500 homes across six key boroughs, but we want to do more as the need is ever growing. Equally important is our commitment to keeping our existing homes safe, decent, and efficient. We have invested significantly to improve fire safety and energy efficiency. Just under 76% of our homes have an EPC rating of A-C.

The quality of customer experience is at the heart of what we do. This has proved more challenging as we face the current economic headwinds. What has seen us through is having a great working environment. Staff consistently say they really like working here. We have flexible hybrid working and family friendly policies. We are making good progress on updating our systems and processes, embedding a positive first response culture, and strengthening our financial resilience.

Reporting to the Head of Property Services, this post manages the stock investment and decarbonisation programme, with support from a Senior Surveyor, Project Surveyors, a Decarbonisation Project Manager and team administrators.

To support delivery, we want to attract someone who is committed to delivering great customer service and knows how to translate that energy into workable solutions that benefit our customers. You will have a good track record of positive leadership including managing turnaround to help us to deliver.

This is a great moment to bring your experience to bear at Hexagon, and to have a significant impact on our stock improvement services. We hope that you will find the information in this pack informative and interesting. We look forward to receiving your application.

Job Description

Job title: Stock Improvement Manager

Responsible to: Head of Property Services

Responsible for: Senior Surveyor (Stock Improvement)
Senior Stock Data Administrator
Decarbonisation & Retrofit Project Manager

Purpose:

Lead on Hexagon's 30-year stock investment plan to ensure Hexagon's properties meet all statutory requirements to ensure they are sustainable from a physical, environmental and Business plan standpoint.

To manage, co-ordinate and keep under review all aspects of the Asset Management programme including major works, cyclical decorations programme and meeting the Decent Homes standards. Act as technical lead for Hexagon, in respect of building pathology, and resolutions to building defects. Budget holder in respect of capital investment in, and cyclical maintenance of Hexagon's property portfolio.

Principle Accountabilities:

1. Devise, manage and co-ordinate the Asset Investment Programme, ensuring projects are effectively planned and implemented and that Decent Homes and energy efficiency targets are met. Ensure robust on-site supervision and management.
2. Ensure that there is full and effective liaison with residents regarding works to their homes. Undertake regular liaison with a range of agencies, organisations and local authorities to deliver the programme.
3. Be responsible for the Asset Investment budgets and ensure optimum value for money is achieved for Hexagon and its residents. Ensure robust project management, commitment and accrual accounting.
4. Lead on effective procurement strategies in accordance with Hexagon's Procurement Rules and The Procurement Act 2024.
5. Ensure best value for money by deploying Qualifying Long-Term Agreements (QLTA), minimising the use of consultants for other than specialist works and effective s20 consultation with leaseholders and shared-owners.

6. Ensure an accurate asset management data base is maintained, correlated with Hexagon's other IT systems and deployed to ensure effective active asset management.
7. Support the Head of Property Services in Hexagon's Asset Management Strategy (AMS) ensuring synergy with other strategies and consultation with stakeholders.
8. Work collaboratively with other leaders and senior managers within Hexagon to ensure a seamless and timely customer experience, including but not limited to Development, Responsive Repairs, Property Services Coordinator, Property Safety and Customer Services.
9. Lead on the development of a sustainable plan(s) to achieve net zero carbon targets in line with Hexagon's environment sustainability strategy and roadmap to net zero carbon.
10. Manage and deliver the entire options appraisal process, using the relevant toolkit(s), with the aim of delivering the best option. This will include a review of under-utilised land and/or properties, in consultation with the Head of Property Services.
11. Manage the entire disposal process of existing land or property, which includes valuation, marketing, conveyancing and other related activities with relevant support from external agencies and experts, in consultation with the Head of Property Services.
12. Identify and apply for grants or any other external funding to cover relevant expenditure by all teams in Property Services.
13. To keep abreast, assess and model the impact of external strategic issues, which include legislative, regulatory and best practice and work with colleagues to respond accordingly.
14. Adopt a coaching style to support and motivate the team to deliver to the best of their ability and seize opportunities to develop their full potential.
15. To implement and champion Hexagon's Equality & Diversity Policy, Health & Safety Policy and related policies and procedures.
16. Ensure contractors provide an efficient cost-effective service and that value for money and zero defects is achieved.

General

Act always in accordance with Hexagon's published policies and procedures.

Maintain high standards of probity and confidentiality.

Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.

Carry out all other duties as may be reasonably assigned

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, its subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.

Person Specification – Job Vacancy

Skills Required	Level
Work Experience	Essential 3 year's experience of managing capital repairs programmes to housing stock. Experience and detailed knowledge of maintenance issues and the ability to advise on complex technical problems. Experience of managing staff.
Skills/Knowledge/Abilities	Essential Ability to manage and motivate staff teams. Able to communicate effectively, verbally and in writing. Ability to manage complex budgets (up to £3m). Excellent numeracy and IT skills to produce budgets, performance reports. Ability to manage contractual relationships to ensure performance targets are met. Ability to plan, organise and prioritise, contributing at a strategic level within Hexagon.
Personal Qualities	High level of drive and determination Demonstrable commitment to equal opportunities. Commitment to the Association's objectives
Qualifications	Essential A degree in building surveying or related discipline Desirable Relevant professional qualification, eg CIOB or RICS

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

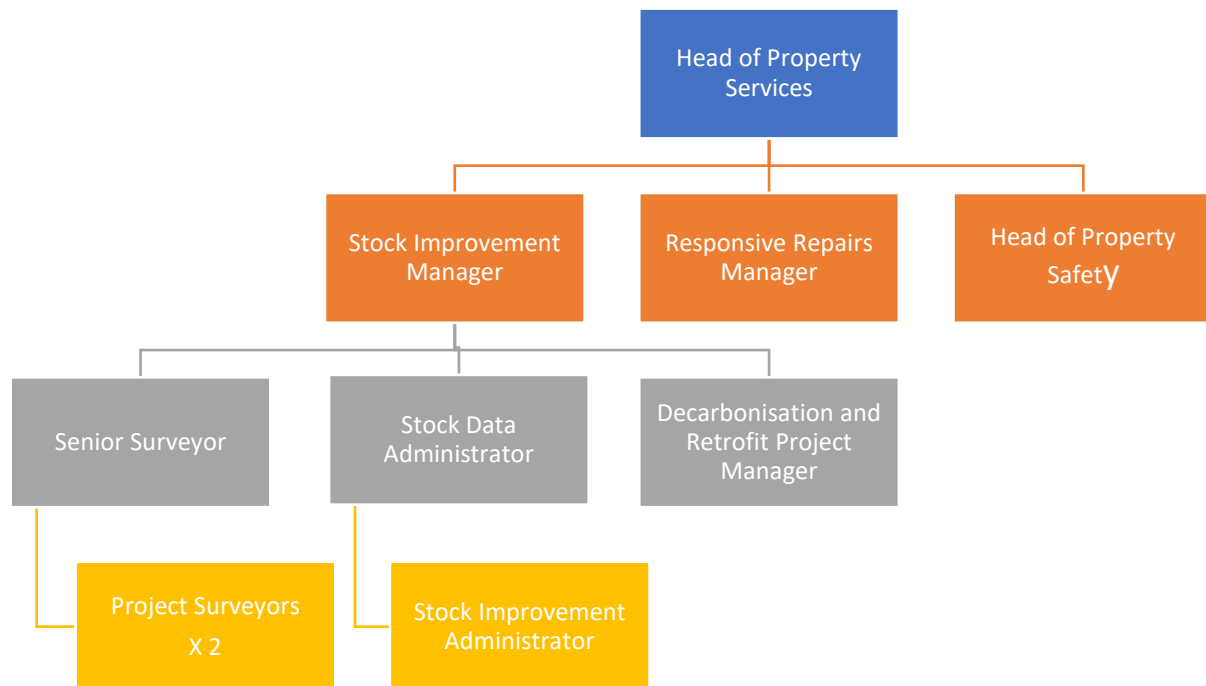
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- Be polite - Keep your promises - Communicate updates regularly - Listen and show empathy - Be solution focused with a 'can do' attitude - Ask and act on feedback from customers	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- Don't blame, just explain - Don't pass the buck - Acknowledge and follow up emails/queries within agreed times - Keep calendar presence up to date - Respect others' time	- Share skills and good practice - Collaborate and work as a team - Attend job/person centred training - Be trusting and trustworthy - Be constructive - Ask for what you need to do your job
Managers	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- Listen to staff and explain when making changes - Set intelligent SMART objectives - Recognise achievements - Be consistent - Be results focused - Put policies/procedures in place and make sure they are followed	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- Consider the impact of decisions on customers - Be seen to be listening - Be close to the 'frontline' - Be strategic, seeing the bigger picture - Guide change	- Be a champion and voice of diversity - Be accessible and approachable - Be fair in conflict resolution - Set a positive performance management framework that recognises difference	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- Set clear direction and delegate - Lead by example - Get to know and value your people - Provide recognition

Organisation Chart – Property Services



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Stock Improvement Manager

2. Remuneration

Salary £57,843 - £64,269 dependent on experience

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

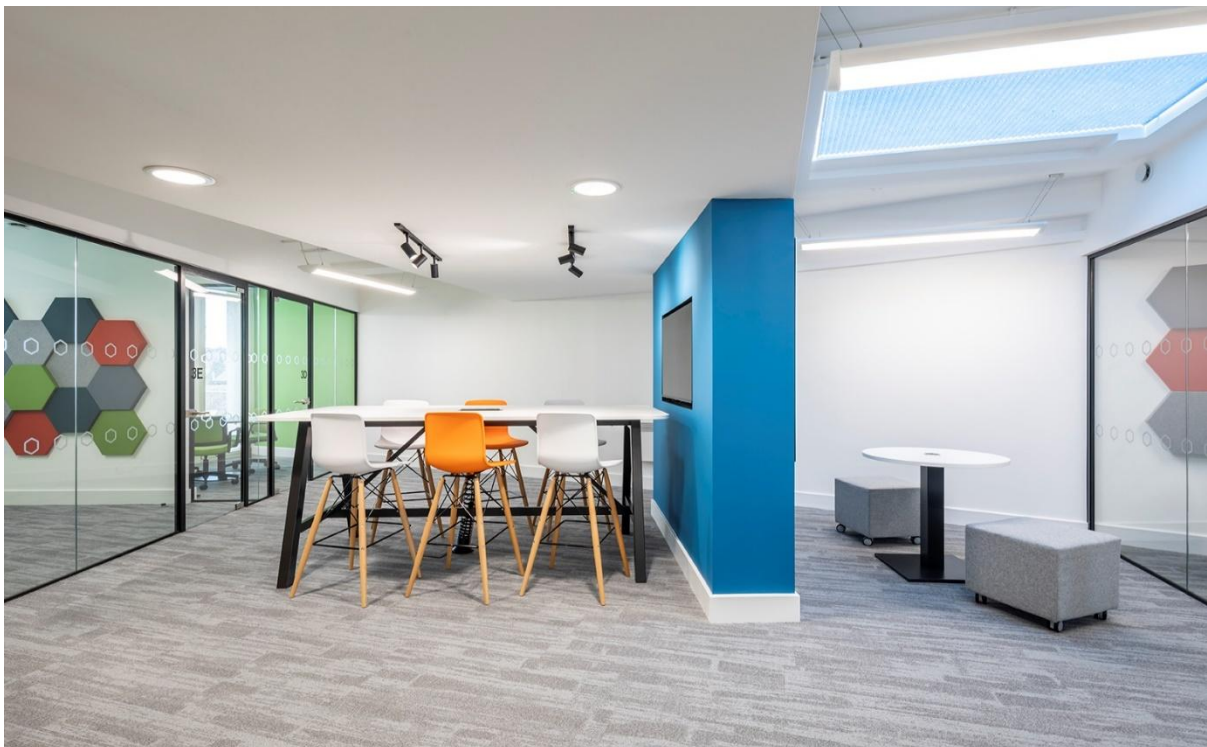
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate. Minimum of 2 days working at the office.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Stock Improvement Manager
London SE26 (Hybrid Working)
Salary £57,843 - £64,269 dependent on experience

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

This post offers an exciting and rewarding opportunity. We are looking for an inspirational, customer-focused leader with a high level of drive determination to manage all aspects of our asset management programme. You will also lead on the development of a sustainable plan to achieve net zero carbon targets organising delivery to ensure a positive impact on our customers. Our ideal candidate will have:-

- At least 3 year's experience of managing capital repairs programmes to housing stock.
- Successful track record of implementing value for money initiatives and managing complex budgets.
- Experience and detailed knowledge of maintenance issues and the ability to advise on complex technical problems.
- Positive "can do" attitude with a commitment to providing excellent customer service
- CIH Level 4 or willingness to undertake this training

This role presents a brilliant opportunity to join a dynamic company that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including pension scheme with 3 x life assurance, flexible hybrid working (2 days per week office based), private medical insurance and 26 days annual leave rising one day per year to 31 days.

For further details please visit our website at www.hexagon.org.uk/careers. No agencies

Closing Date: Monday 8th December 2025

Interviews will be held Friday 19th December 2025

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – Monday, 8th December 25
Short listing:	Friday, 12th December 25
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Friday, 19th December 25 With Panel members Operations Director and Head of Property Services



Hexagon Housing Association Ltd

We're Great Place to Work-Certified™!

94%

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey