

# CASE STUDY

## Meet Danielle, our Operations Manager for Specialist Repairs

### Can you tell us about your role at Midland Heart and how long you've been with the organisation?

I am the Operational Manager for Specialist Repairs at Midland Heart where I lead three critical workstreams: Damp and Mould, Disrepair, and compliance with Awaab's Law. My role goes beyond managing repairs, it is about ensuring every process meets strict compliance standards while driving performance and continuous improvement. I work closely with teams across the organisation to deliver safe, quality homes for our tenants.

I have been with Midland Heart for 11 years, gaining experience in complex challenges and improving operational performance. What motivates me most is knowing that the work we do has a direct and positive impact on our tenants.

### How do you feel your work contributes to the tenants and the mission of Midland Heart?

Specialist Repairs contributes to Midland Heart's mission of putting tenants at the heart of everything we do. By leading the team, I ensure that critical issues such as Damp and Mould, Disrepair, and compliance with Awaab's Law are addressed straight away. It is not just repairs it is creating safe homes for our tenants.

Every decision we make and every process we improve is driven by the mindset of 'Tenants at Heart.' I am proud that our work helps keep our tenants safe, reduces risks, and builds trust. It is about providing quality homes and outstanding service.

### How has working at Midland Heart contributed to your professional growth?

Since joining Midland Heart over a decade ago, every role has strengthened my skills, knowledge and confidence.

I started as a Lettings Officer after moving from another housing association. After a year, I moved into the IHMT team as a Supervisor for Specialist Repairs, where I managed operatives delivering critical works such as FRA, Disrepair, Insurance and Structural projects.

Keen to expand on my knowledge and skills, I later took on the role of Supervisor for day to day repairs and voids, which gave me a deeper understanding of operational delivery and customer service. I always had a passion to develop further which led me to become a Contract Manager within IHMT, overseeing contractor performance and ensuring compliance.

In February 2025, I stepped into my current role as Operational Manager for Specialist Repairs.

### What do you appreciate most about working with your colleagues here?

What I appreciate most about working with my colleagues at Midland Heart is the collaboration. No matter the challenge, there is always a willingness to share knowledge, support one another, and work together to find solutions. This creates an environment where everyone feels empowered to succeed. We are constantly learning from each other and bringing fresh ideas to the table.

I have seen how collaboration across teams has changed the way we work and improve the experience for our tenants.

### What advice would you give to someone considering a career at Midland Heart?

Midland Heart has been a big part in my professional growth, offering opportunities to learn, lead, and make a real difference.

As a woman in property, I'm proud to show that leadership in this sector isn't defined by gender it is defined by commitment, expertise, and the drive to make a difference. I hope my journey inspires others to explore opportunities within this field.

### How do you see your role evolving in the future, and what excites you about that?

I see my role continuing to grow as we adapt to new legislations, technology, and ways of working that improve the safety and quality of our homes. The housing sector is constantly evolving. There is a real opportunity to lead change and set new standards.

### Is there anything else you'd like to share about your experience here?

One thing I would like to share is over the past 11 years at Midland Heart, I have seen a real positive change in our culture. It has been brilliant to see equality and support for women who want to grow and lead within the business. These changes have made Midland Heart feel more inclusive and forward thinking. I am excited to see what the future holds here.

I am proud to be part of an organisation that values and supports development.

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Danielle McCarthy