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**JOB DESCRIPTION**

**Job Title:** Head ofRepairs Maintenance and Investment

**Grade: DIR 45%**

**Responsible To:** Chief Executive Officer

**Responsible For:** Investment Planning, Contract Management, Procurement, Customer service, and Estate services.

**Conditions of Service: JNC**

**Role specification**

**Job Purpose**:

The post holder will support the Belle Isle TMO to deliver programmes of strategic significance to the organisation in line with its objectives. They will lead compliance, investment, and customer and estate services to ensure strategic priorities are delivered. They will take the lead and be responsible for creating and implementing the investment plans, financial controls, risk and audit arrangements for the capital and revenue programmes. The postholder will drive excellence and continuous improvement of the organisation, leading customer service and contributing to cross organisational projects, collaborative working with partners and supporting the Board. The postholder will lead compliance and adherence to the regulatory frameworks determined by the Regulator of Social Housing and the Housing Ombudsman.

They will work with the Housing Communities and Environment Directorate and other Directorates and partners across the commercial, and third sectors to assure the sustainability, viability and high performance of the organisation. They will identify opportunities to strengthen the organisation, creating innovative services that add value. The role will be performed through a range of approaches that support service improvement, co-creation and service design that enables the organisation to further build on its strengths-based approach.

In addition to the leadership of Investment Planning, Responsive Repairs, Contract Management, Procurement, Customer service, and Estate services, the post holder will also be responsible for driving innovation specifically in relation to our green agenda, and horizon scanning to develop new and innovative ways to enhance the delivery of BITMO’s and wider strategic partner objectives.

**Key Requirements:**

To be the senior officer responsible for driving strategic transformational change, in Investment Planning, Responsive Repairs, Compliance, Void Management, Contract Management, Procurement, Customer service, and Estate services, and ways of working, that fits with the organisation’s wider strategic goals and purpose.

To take the lead and build strong and dynamic relationships and networks and build trust with partners and external organisations to facilitate strength, growth and deliver better business results and community outcomes.

Substantial experience in building credible and effective collaborative relationships with internal and external stakeholders including Directors, elected members, Trade Unions, contractors, communities, colleagues and partner organisations to understand future challenges.

To bring together and provide leadership to the wider internal disciplines essential to the success of the organisation, including (but not limited to) support from finance, HR, asset management, housing, tenancy support, and procurement.

To ensure effective service delivery through effective line management, communication, quality assurance, project, budget and risk management.

Evidence of developing and driving a culture which puts customers first and emphasises accountability and high standards in customer service.

To build confidence with LCC senior officers, elected members, BITMO Board members and commercial partners, ensuring that they are appropriately briefed and involved in relation to any service issues and that information is accurate, timely and available and to senior internal and external stakeholders.

To represent the Chief Executive, where required but specifically in relation to contractual and risk matters, customer service, capital and revenue programmes.

**Working Context:**

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| The post-holder reports directly to the Chief Executive. The post is primarily based at the BITMO office, but we promote a flexible working environment supported by technology which enables remote working. A key role of the post is networking, and so this involves travelling/visiting a wide range of services/locations in the city, and attending national conferences. |
| The role profile and specification are an outline only and may vary from time to time without changing the character of the job or level of responsibility |

**Role Profile:**

Roles at this level support the Chief Executive in setting the purpose and strategic direction and in leading, developing and ensuring the effective delivery of organisational priorities, which contribute to the achievement of its vision and strategic outcomes. This involves leading the planning, organising, transforming and commissioning of the delivery of services to and on behalf of the organisation and all partners and stakeholders in the medium to long term. Roles at this level are also accountable for the delivery of statutory and regulatory requirements .

People in these roles have a proficiency in a specialised field and a broad understanding of relationships between different functions and services. They have the ability to select, develop and assess the suitability of ways of working; and will have highly developed skills in persuading, influencing, developing and motivating people and establishing effective partnerships to achieve service objectives.

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| **Aspect** For roles at this level, you must be able to show you… | | **Outcome**  The result when all aspects are applied effectively |
| **Qualifications** – Have a degree in a relevant discipline  Have an appropriate professional qualification in a building surveying discipline  **Knowledge** Have extensive post qualification experience of leading asset management, repairs and compliance services in a public sector context.  Have a comprehensive knowledge of building, compliance, procurement, contract forms and management and local, regional and national issues which influence the repairs and maintenance practice, and strategy within your organisation | | You use your diverse knowledge and expertise, to lead business practice and design and influence innovative ways of working and to plan and enable the highest levels and standards in the delivery of work within your professional area and across the organisation.  You ensure the financial success of the organisation, the achievement of VFM, the quality of service delivery, and compliance with statutory and regulatory requirements.  Programmes are delivered to cost, time and quality standards and meet all contractual and legal standards.    You lead on change programmes and priorities based on in depth expertise and knowledge of the economic, business, political context of the sector in the city. You enhance the capacity to respond positively to change through visioning, inspiration, influence, motivation and modelling values and behaviours |
| **Leadership & strategic planning** – Demonstrate strong leadership management and communication skills that create a high performance culture across the organisation and delivers the most efficient and effective business solutions around people, process and statutory functions    Manage confidential, complex, challenging and highly sensitive issues/situations which involve negotiation, persuasion and influencing skills to plan and prioritise the strategic direction of the organisation.    Develop, and implement, programmes and financial plans, and promote and evaluate strategies, plans, projects and programmes of significant importance to the organisation | There is evidence of a high performing engaged and productive workforce where everyone achieves their potential and where there is a drive to deliver solutions focused outcomes that deliver value for money.    You model professionalism and high standards in your work, successfully influence and motivate in your interactions with others. Business and service plans are in place and contingencies are identified so that objectives can be met.    You lead the operational and strategic decisions and direction for the service and for project/programme management and service transformation of cross cutting and partnership initiatives that balance all stakeholder needs and outcomes | |
| **Collaboration & innovation** – Create a vision and direction that challenges and looks beyond the obvious and inspires and motivates others to achieve by driving change, leading by example to become the best performing service in the city.        Establish, develop and maintain effective and collaborative working relationships with a range of internal and external stakeholders and partners to improve and enhance service delivery and innovation | You provide visionary leadership, promoting and articulating key priorities. You model the behaviours expected of others. You enable others to act, and you foster collaboration and build trust. You confront issues and challenge assumptions, having regard for risks and seizing opportunities to innovate and implement solutions on complex issues.    You broker collaborative working relationships, co-producing jointly owned outcomes with partners and stakeholders across the organisation. | |
| **Problem solving & decision making** –You use a breadth of vision and innovative problem solving within the strategic framework in situations which can often be ambiguous, unstructured or intangible        Understand the need to balance strategic requirements with operational responsibilities for the implementation of appropriate, proportionate and effective solutions to  complex service delivery problems | Accurately analyse information and make timely well-judged decisions by understanding different interests, weighing options, mitigating risk and seizing opportunities, using different methods in order to achieve successful outcomes across a diverse range of related, and unrelated issues    You meet key business and organisational objectives and influence and contribute to the broader responsibilities and priorities of the organisation by building consensus within a multi-agency/partnership environment | |
| **Deliver –** Develop and maintain good working relationships with partner organisations, internal and external customers and wider networks to enhance services and deliver the council’s and BITMO’s vision and objectives    Lead the development, delivery, implementation and management of a number of complex and potentially conflicting strategies and operational issues/priorities to meet required service outcomes.    Lead on the understanding, execution and delivery of statutory requirements. | You promote the organisation’s strategic objectives. Policy direction is translated into service outcomes; service and business plans and targets are communicated cascaded and monitored. Successes and challenges are reported back through the Council and BITMO governance arrangements.    Activities within the organisation are directed and controlled to ensure that the required outcomes and standards are delivered. Service quality, customer satisfaction, risk management, cost effectiveness, efficiency and business continuity are maximised.    The organisation meets its legal and statutory responsibilities and compliance is assured.  Success is measured in terms of KPIs. Financial performance, evidence of continuous improvement and VFM | |
| **Resource & people management** – Review and monitor the performance of services, systems, budgets, teams and individuals against standards and agreed outcomes in a cost effective and flexible way that is responsive to a dynamic national, local and political context.      Engage, develop and performance manage resources that support adaptable ways of working and create strong flexible teams with the right people in the right place with the right skills        Management of a number of substantial budgets through effective delegation and shared decision making | You have a thorough understanding of the issues facing the organisation within its economic, business, cultural and political environment. Plans are in place to ensure that there is an efficient and sustainable use of resources, employees are effectively employed and budgets are maximised.    You use a coaching and mentoring approach to motivate, enthuse and encourage individuals within the organisation to create a high performing workforce and an organisational culture of shared accountability and continuous improvement  You will develop and use a range of evaluation methods and frameworks to better understand the impact of interventions    You demonstrate sound financial planning and a cost conscious approach to the development of business cases to support service transformation and to bring in additional resources. | |