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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Investment Manager – Housing Maintenance | **POST NUMBER:**  |
| **REPORTS TO:** | Head of Building Services |
| **DEPARTMENT:**  | GRADE: 11 |
| **JE REF:** | 0168 | PANEL DATE: | 23/11/2021 |
| **1.** | **MAIN PURPOSE OF JOB** This post will play a key leadership role within the Building Services department and is responsible for the overall design, procurement, and successful delivery of the Council’s programme of investing in and improving our social housing. Projects include internal and external upgrades to tenants’ and residents’ homes, independent living schemes, roofing and windows replacements, exemplar energy efficiency projects, servicing contracts and a wide range of other housing investment projects. The post holder will use inventive methods to continually assess and improve the quality of homes we provide whilst ensuring high levels of customer satisfaction and inclusion of our customers in the development and appraisal of projects. The post holder will use data to ensure the homes of our residents are of a consistently high standard, making best use of resources available.The post holder will make a key contribution towards the development, implementation and review of the Council’s social housing asset management strategy and associated Housing Energy Efficiency strategy, ensuring our aspirational objectives are met. The role will lead multi-disciplined teams of staff, multidisciplinary design and project management teams and contractors ensuring that great customer care is at the centre of everything we do. The post holder will develop and maintain a broad network of contacts across the Council, our partners and the wider social housing and housing maintenance and investment sectors, ensuring the work undertaken is in line with best practice. The post holder will work collaboratively at all levels across the organisation with a diverse range of stakeholders to ensure high quality, co-designed, maintenance services are available to tenants, residents and other external customers. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | Line management of Teams Leader, Investment & Data Officer and Contract Coordinators – provide inspirational leadership to lead and motivate the team to achieve exceptional performance with regards to all targets and Key Performance Indicators (KPIs). Empower staff to make the best decisions which are right for customers. |
|  |  | Lead by example, demonstrating high personal integrity, professionalism and conduct consistent with the Council’s vision and values. Engender a positive leadership style based on a customer focused “can do” attitude. |
|  |  | Ensure exemplary project and contract management practice is followed across all projects and work streams delivered by external and in-house contractors. |
|  |  | Establish and maintain performance frameworks covering the work of all aspects of the planned maintenance and improvement programmes and their delivery. |
|  |  | Coach, mentor and develop staff including overseeing new employees and providing succession planning. Ensure that the training needs of all staff are regularly assessed and that the required training is delivered. |
|  |  | Ensure excellent levels of communication with residents, colleagues, clients, external customers and regulatory bodies in relation to all aspects of the planned maintenance programme. |
|  |  | Undertake annual Performance Development Reviews (PDRs) and regular 1-2-1s and team meetings with staff Ensure team are kept fully informed of their performance against set objectives, budgets and key performance indicators. |
|  |  | Ensure all necessary health and safety requirements for staff, contractors and customers are met and regularly reviewed. This includes the development and implementation of a rigorous safety management system and a Construction Design Management regime for all contracted works and regularly performing the role of Principle Designer. |
|  |  | Procurement – Working alongside the corporate procurement team, design, implement and manage a comprehensive procurement plan for all services delivered as part of the planned programme with adequate time allocated for design and consultation to ensure effective and compliant procurements take place that secure high quality services and value for money for residents. |
|  |  | To be responsible for the planning, development, monitoring, review, cost and performance control for all areas of the planned maintenance programme. Such schemes would include, for example, property modernisation, window replacement, external refurbishment, external painting and repairs, re-roofing and other cyclical maintenance or investment programmes. |
|  |  | Ensure timely and accurate updating of our financial and asset management/stock condition IT systems making sure collected information is capable of supporting a wide range of reporting outputs to effectively guide and monitor progress against our strategic goals for the planned maintenance programme including the statutory reporting of Decent Homes and energy efficiency performance alongside fire safety risk assessments and remedial works. This includes the design and commissioning/procurement of stock condition surveys. |
|  |  |  To be responsible for the management of asbestos in Council homes and our asbestos register in-line with relevant legislation. This includes the contract management of our specialist asbestos analysis and asbestos removal contractors. Willing to undertake training to gain appropriate asbestos management accreditation. |
|  |  | To ensure that all Council owned blocks have an up to date Fire Risk Assessment and that any subsequent remedial works are appropriately monitored and actioned. Work closely with appropriate Health and Safety, and Housing Management teams to regularly review fire safety policy and procedures and keep tenants and residents updated about the fire safety arrangements for their blocks. Maintain regular contact with the local fire authority with regard to the Council housing stock. |
|  |  | Formulate budgets, looking for opportunities for grant funding and subsequently monitor and control expenditure and - where necessary - develop, recommend and/or implement corrective action including preparing reports and statistics regularly for the Head of Building Services, Finance teams, and Senior Management team. |
|  |  | To contribute to the development and delivery of the Council’s Housing Energy Efficiency strategy and its ambitions to have a net-zero housing stock by 2030, ensuring carbon reduction is embedded in all planned maintenance and improvement programmes. |
|  |  | To ensure that the customers’ views inform all plans for investment in both property and services and that customers benefit from a fully informed choice of both design and the highest quality product possible whilst working within budgetary constraints. |
|  |  | Undertake analysis of energy performance data to assist planning and targeting of planned works programmes and ensure stock condition information is updated accordingly following works that impact energy performance. |
|  |  | Work proactively with colleagues in other directorates and outside agencies to create opportunities for new or innovative services to customers. |
|  |  | Facilitate customer satisfaction research, extract learning from tenants and residents feedback and update customer facing processes when necessary. |
|  |  | To foster a creative and open environment within the service where employees feel supported, involved and consulted. |
|  |  | To provide effective management of the workload of the services within the teams through the preparation of financial, time-scale and quality targets which are compatible with the overall housing service plans and in accordance with the HRA Business Plan. |
|  |  | Work alongside colleagues in adaptations creating a joined up approach to ensure residents have access to homes which meet their personal circumstances and that this is delivered in a joined up and efficient way. Consider the needs of the changing demographics of the city to ensure our homes are future proofed. |
|  |  | Review systems and processes and implement changes on a regular basis to drive continuous improvements in line with best practice. |
|  |  | Maintain and develop policies and procedures and ensure they are effectively implemented and communicated. |
|  |  | Develop effective regular management reports covering all activities within Planned Maintenance team to enable monitoring of performance and effective targeting of resources. |
|  |  | To liaise with outside partners whose stock we manage, managing the financial risks to the authority and negotiating and developing be-spoke management arrangements. |
|  |  | Ensure that maximum use is made of information technology and communications systems, supporting the development of systems to enhance the service provided. |
|  |  | To work with the Information & Governance team to ensure that all complaints, FoIs, SARs, MP and Councillor enquiries are processed in an efficient manner in line with policy and procedure. Undertake analysis and identify and implement learning points from customer complaints. |
|  |  | Keep up to date with best practice and changes in legislation to enhance service development and encourage appropriate innovation to improve services to residents. To include attending relevant courses, seminars, conferences and meetings to gather information and intelligence. |
|  |  | To deputise for the Head of Building Services where requested to do so. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work **Direct**2 x Contract Coordinator; 1 x Team Leader Capital Projects, 1 x Investment Data Officer.**Indirect**Provide leadership and direction to the wider team which includes 6 Capital Project Officers. Also responsible for the management of contracts including externally procured Quantity Surveyors, CDM Advisors, Project Managers, Asbestos Surveyors, Architects, Energy Efficiency Consultants and Fire Risk Assessors across a number of projects at any time.Responsible for the management of external Contractors and Consultants across multiple contracts in different locations at any one time with upwards of 100 contractor operatives on-site. |
| **4.** | **CREATIVITY & INNOVATION**Creativity is an essential element of this role, through ongoing change management in order to meet challenging targets and customer expectations, introducing good practice and changes to performance monitoring and internal service development. The post holder will be responsible for determining the optimum way that budgets can be utilised to improve our assets in ways that meet the changing needs of customers.The building and construction industry is highly regulated and the department is also required to comply with local government regulations. The gas and electrical industries are also highly regulated, with frequent changes to regulation and guidance.The post holder is expected to continually adapt and improve existing policies and procedures and to design, develop and implement new policies and operating practices as necessary.The post holder will lead and contribute to the review and development of procedures and processes as they affect the service, taking into account customer requirements, budgetary restraints and legislative changes. The post holder is responsible for the review of existing and development of new policies related to the Capital Projects Team including identifying priorities and considering health and safety and environmental implications.Problems will occur and develop rapidly within the Capital Projects works programme and the post holder will need to respond quickly and use their knowledge, experience to focus on good outcomes for customers and find appropriate solutions while not exceeding budgetary constraints. This may require imaginative solutions and the re-direction of human and financial resources.The post holder will need to identify outdated and inefficient practices in response to external and internal processes, strategies and service reviews with reference to legal challenges, legal requirements, strategic development and service priorities across all the service.The post holder will be required to identify upcoming issues and problems and to develop projects which will resolve these issues, ensuring good governance and effective project management including budget development, design, planning and project delivery. |
| **5.** | **CONTACTS & RELATIONSHIPS** The post holder will be required to establish a network of external contacts that can help and support the Council in delivering excellent locally agreed services to residents.The post holder will have daily contact with other members of the Building Services management team, as well as frequent contact with other staff within Housing Services and other areas of the Council for example legal services, finance or HR. The post holder will have frequent contact with contractors and suppliers, possibly daily, depending upon the stage of the programmed scheme of work. This could be part of the planning and negotiation process, during the monitoring of the contract or when assessments have been made and variations are being negotiated or certificates of completion are being issued. Throughout this process there can be many issues and problems which require skilful handling and negotiations to manage conflicts and avoid budget overruns. The post holder will have frequent dealings with customers either on the telephone or during site visits, sometimes having to resolve customer complaints regarding issues associated with the work being carried out when these cannot be resolved at Team Leader / Supervisor level. These can be difficult meetings as the customer could be very upset. Skilful negotiation, professional behaviour and patience may all be required to diffuse the problem and find a solution.They will haveregular contact with site managers and customers to explain project proposals or advise on building operations in occupied premises.The post holder will have contact with Councillors and MPs either when addressing queries / complaints or when attending consultation meetings. They will also have regular contact with residential groups when carrying out consultation meetings for future schemes and to actively promote tenant engagement.The post holder will be required to develop excellent working relationships with regulatory bodies (to ensure that CYC maximises the benefit from these organisations and remains compliant). This will involve taking part in on-site technical inspections. Given the importance of health and safety, and fire safety, in the carrying out of construction and maintenance work this post is likely to have regular contact with officers from the Fire & Rescue service and will be the first point of contact for the Health and Safety Executive regarding any reportable incidents occurring.  |
|  **6.** | **DECISIONS – discretion & consequences****Discretion**The post holder is responsible and accountable for authorising and monitoring expenditure across a whole range of budgets - both Capital and Revenue - totalling over £10m per annum. Where required, the post holder will implement actions to constrain expenditure until such time as is considered prudent for it to resume. They are also responsible for producing Capital Resource funding bids and grant applications and 5 and 30 year stock investment plans as part of the development of our asset management strategy. This work has a major impact on the Council’s budget, budgetary planning, the quality of tenants’ and residents’ homes and the sustainability and value of the Council’s assets.Major decisions must be taken on the scope of works with consideration made for the impact on customers and resources, including deployment of staff. Decisions regarding the implementation and interpretation of fire safety, asbestos, and water hygiene legislation can have a major impact on the safety of tenants and residents and the Council’s reputation including potential legal action.The post holder may be required to make decisions based within the legal framework of large contracts with external providers.**Consequences**The consequences of the decisions made by the post holder can be significant. Any decisions taken should improve the quality of life for individuals and reduce future risk and maintenance costs for the Council. This should increase levels of customer satisfaction due to the quality of the housing stock being rented.Failure to design and effectively manage work under the remit of this post could lead to death or serious injury of tenants, residents and staff and have significant reputational, legal and financial impact on the Council, its officers and its representatives.  |
| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value Mobile £350Safety clothing/equipment (coat, boots, helmetProtective glasses) £120Total **£470**  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands* Post holder has to work within a series of deadlines that must be met, they can be both structured and ad-hoc. The post holder must manage their own workload and that of others, arranging appointments and site inspections as required.
* The post holder must remain flexible enough to cope with unexpected work and conflicting priorities, reprioritising workloads and negotiating deadlines as required and be capable of delivering results within tight deadlines.
* Frequently have to cope with conflicting demands, priorities and timescales and concentrate on complex tasks for significant periods of time.
* Regular requests for unplanned work, often of a complex or problem solving nature.
* Work autonomously and from own initiative with minimal direct supervision.

Physical demands* Approximately 80% of work is office based and 20% is site based. When working in the office, long periods of working at a computer are required demanding high levels of concentration.
* When on site, the work can be physical such as climbing ladders and scaffolding up to 4 storeys.
* Busy, pressurised environment with regularly conflicting priorities and high service demand.

Working conditions* Mixed working conditions - when in the office normal conditions but when on site can be exposed to dirty, dusty, noisy and potentially dangerous conditions and situations.
* Work takes place year round and so when on site will be exposed to all types of weather conditions.
* Visiting homes where they have pets can cause problems. Dogs in particular can be dangerous, exposure to fleas and bites.
* May be required to work outside normal hours

Work context* Working on site poses considerable risk of injury either from working at heights, falling objects, cuts from sharp objects or exposure to toxic substances and subsequent contamination. However, this risk is minimised by following correct procedures and wearing protective clothing.
* Potential risk posed by used needles being disposed on sites.
* Daily there is a risk of physical or verbal abuse from customers who are upset about an issue associated with the work. Threats may be made over the telephone and face to face during site visits.
* The management of conflicts associated with customer expectations and resources available to meet them can be extremely stressful.
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| **9.** | **KNOWLEDGE & SKILLS*** Senior management experience within the repairs and maintenance industry in a construction environment with a commitment to working in partnership.
* Significant experience of design and construction related procurement. Experience of managing multiple contracts simultaneously.
* Significant experience in managing projects from inception through to delivery and handover.
* Sound knowledge of Construction Design Management Regulations; preferably with experience undertaking Principal Designer role.
* A valid Health and Safety Qualification such as SMSTS, IOSH or equivalent.
* Educated to degree level in relevant subject or significant equivalent experience in construction management and building maintenance.
* Sound knowledge of building defects identification and repair specification.
* Be able to manage and effectively control budgets and be able to use and apply statistical techniques to interpret and manage contract control.
* Knowledge of both Construction and Employer related Health, Safety, Welfare and Environmental legislation.
* Be experienced in preparing plans, strategies and policy.
* Able to establish and maintain professional business relationships with partners, contractors and suppliers.
* Ability to communicate effectively with customers, colleagues and external agencies at all levels, written and orally.
* Experience of achieving value for money from works of the type covered by the post.
* Ability to contribute to wider business goals of the Housing Service sometimes outside areas of expertise.
* Be flexible and be able to work to tight deadlines under pressure**.**
* Ability to work on own initiative, plan, monitor and prioritise workloads as part of a team within the whole organisation.
* Comprehensive IT skills including software packages, word processing and the development of spreadsheets and data bases for the effective monitoring and control of the appropriate contracts.
* Well-developed networking, promotional and negotiating skills.
* Ability to work effectively with senior managers, politicians, regulators, tenant and resident representative, suppliers and senior contractor management.
* Strong interpersonal skills including well-developed leadership and influencing skills, shown by the ability to motivate staff to achieve agreed performance targets and well-developed range of written, verbal and presentational communication skills.
* Successful track record in delivering high quality customer oriented services, and a strong commitment to customer service.
* Experience in commissioning, designing, specifying and contract supervision of projects and developing and implementing innovative solutions for construction works.
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| **10.** | **Position of Job in Organisation Structure**Job reports to: Head of Building ServicesOther jobs at this level; Reactive Repairs & Voids Manager; THIS JOBJobs reporting up to this one: Contract Coordinator x 2;; Team Leader Capital Projects x1, Investment & Data Officer x 1 |