

Job title:	Head of Property Care
Directorate:	Commercial Services
Date written:	18.09.2020
Grade:	19
Job code:	3107

Purpose of job

Within this role, you will be responsible for the leadership management, delivery and growth of the Property Care team within Commercial Services. This includes empty homes, Planned Works and the Small Works team. Promoting an integrated approach to the management and delivery of all services through both internal teams and contractors.

Taking ownership of the empty homes specification, the Planned Works programmes and delivery of both within targets set. Ensuring services provided are of high quality and are undertaken with a commercial and customer-based ethos.

Key duties and responsibilities

- To lead, manage and be responsible for the delivery of all Planned Works including empty homes within Commercial Services supporting the Director of Commercial Services in developing and leading a scalable, sector leading customer service model which will provide services to more than 80,000 customers living in over 35,000 homes.
- Develop business case's to actively progress insourcing opportunities across empty homes and Planned Works.
- Implement the Commercial Services strategy rollout and embed the business brand within the Property Care service and be a role model across Commercial Services.
- To continually develop and grow service delivery in pursuit of improvements both financial and operational as well as technological. Working closing with other directorates to promote and deliver efficiencies and process improvements, including Assets, Leasehold and Procurement.
- Ensure appropriate metrics and measures are in place, working with the Head of Central Services to provide a consistent approach across Commercial Services.
- Review sector leading best practice initiatives and roll out within the Property Care service. Looking at continuous improvements involving the appropriate stakeholders to include residents.
- Working alongside the Service Improvement Manager, you'll take the lead on integration projects across Commercial Services as required to include Operational Dashboard, Voids Digital Solution (TM or VAMX) and Painting and Decorators Tracker for all projects.
- Lead and manage the Property Care service within the budget constraints, ensuring financial probity and compliance and delivering year on year savings. Ensuring efficient and effective resource management to achieve KPI's.

- Achieve set KPI targets and monitor performance including customer satisfaction and adopt lessons learnt to improve service delivery. Ensuring residents are involved in the development of the service.
- In conjunction with the Groups Procurement team develop a supply chain that achieves operational efficiency combined with competitive pricing/cost agreement.
- To develop, review and implement strategies, policies and procedures ensuring consistency and integration across all locations.
- To represent the Directorate and promote its activities to a variety of audiences both within and outside the organisation.
- Ensure the Group meets with company and statutory regulations including Health and Safety policy and legislation for areas of responsibility including fire risk works.
- Manage and lead formalised process for contractor and supplier management, compliance and engagement and development. Identify opportunities for frame-work contractors in areas not being delivered by own team.
- To undertake any other duties commensurate with the role.

Knowledge, skills and experience required

- A relevant recognised qualification or equivalent demonstrable experience within a similar role, in particular relating to best practice and innovation in the delivery of planned work in tenanted and vacant social housing properties.
- Extensive experience of operating as a senior manager leading, developing and managing high performing multi-discipline teams across different locations. Knowledge of statutory regulation and good practice in relation to areas of responsibility including housing construction legislation and health and safety legislation.
- Ability to analyse and interpret plans, specification and drawing.
- Demonstrate strong partnering skills to collaborate with internal and external stakeholders including executive level and ability to influence at all levels.
- Experience of managing, monitoring and controlling budgets against agreed parameters.
- Evidence of managing high value programmes of work utilising a range of different approaches to income recovery: schedules of rates, target prices, open book, cost-based, partnering successfully - on time and within budget.
- An understanding of commercial partnering working with councils and/or HAs.
- Experience of works management software in managing work schedules, KPIs, costs and values.
- Full driving licence and access to own transport or ability to travel in a timely and efficient manner to attend meetings in locations not easily accessed by public transport vehicle where necessary.
- Demonstrate our Values and Behaviours.