



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Planned Works – Improvements Delivery Manager	<b>Role Profile Number:</b> OPH40
<b>Grade:</b> R	<b>Date Prepared:</b> July 2021
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Operations Manager – Technical Services
<b>Structure Chart attached:</b>	No

### **Job Purpose**

Work in conjunction with the management team to implement and lead on the mobilisation of contractors and contract administration for the delivery of capital and planned maintenance programmes of work.

To lead an operational team, tasked with delivering improvement works within The Councils property portfolio. The Post holder will ensure that the team undertake contract administration in line with best practice, ensure works are delivered to a high standard in line with contractual documentation, budget and timescales.

The post holder will ensure that all works are undertaken in line with Health and Safety legislation and the Construction Design and Management regulations and in accordance with Council policy and procedures.

To lead on the commissioning of projects, as directed, managing the end to end process from conception through to completion. To promote and implement required strategic and operational change for the delivery of capital works.

### **Key Accountabilities**

- Participate and support the evaluation of quality bids and ensuring that contractors project manage and deliver work in accordance with their tender submissions
- Managing a wide range of building and refurbishment contracts in accordance with Council policy and procedures
- Monitoring and reporting on the overall delivery of projects and schemes for capital and planned programmes of work; including H&S, budget and quality compliance.
- Reporting key performance indicators on the delivery of decent home works

- Ensuring that engagement with leaseholders is undertaken and section 20 notices are issued to consult with leaseholders prior to work being carried out
- Ensuring all building work is carried out in accordance with the latest Health and safety, and Construction Design and Management Regulations
- Delivery of major welfare adaptations to provide suitable adapted accommodation to meet tenants needs.
- Leading on the mobilisation of contractors and contract administration to ensure compliance with contractual requirements for the delivery of capital and planned maintenance programmes of work
- Ensuring that all building work is carried out to strict accordance with the latest Planning, and Building Regulations including obtaining all necessary permissions
- Involving tenants and leaseholders with monitoring contractor's performance and quality assurance of works
- Ensuring defects are dealt with quickly and lessons learned from customer complaints
- Managing an on-going tenant's satisfaction survey and reporting trends for capital and planned works
- Carry out life-cycle costing with tenants and leaseholders prior to specification of products and materials
- Undertake benchmarking for all areas of capital and planned works to ensure it is value for money
- Managing Stock Condition Surveys and risk assessments to assess homes in accordance with the Housing Health & Safety Rating System (HHSRS)
- Commissioning and managing specialist's surveys such as Structural Survey Condition Reports and Asbestos Surveys
- Ensuring services are efficient, continually improving and responsive to tenants and leaseholders changing needs
- Answering any correspondence with respect to repairs and maintenance complaints and enquiries about service delivery relating to the Council's housing stock and corporate and operational buildings
- Attending locality, public and tenant and leaseholder meetings including preparing and necessary reports, giving verbal advice and recommendations with respect to technical policy matters
- Providing evidence to the Police and Judiciary in respect of relevant issues and attending Court as witness on behalf of the Council
- Undertaking any other duties that can be accommodated within the grading level of the Post Deputies for the Operations Manager in their absence

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experience of managing capital and planned maintenance programmes of work
- Substantial experience of managing staff
- Detailed knowledge of mobilisation of contractors, contract administration and tendering procedures

- Detailed knowledge of construction health and safety, and Construction (Design and Management) Regulations
- Detailed knowledge of planning and building regulation legislation
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and tenant involvement to improve services
- Ability to make site visits

**Qualifications**

- HNC in Construction or equivalent experience and/or qualification
- NEBOSH construction health & safety qualification or equivalent experience and/or qualification
- Current Driving License
- SMSTS Preferred but not essential

**Decision Making**

- Shows creativity in using resources to deliver cost effective services
- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Has proven results obtained through team work and individual effort

**Creativity and Innovation**

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• 1000-3000 improvement works p/a</li> <li>• 5-10 Surveyors, Trainee Surveyors and Apprentices</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Mobilisation of contracts</li> <li>• Contract administration</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>No</p> <p>Works Circa £10m-£20m PA</p> <p>Council owned property</p>
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<ul style="list-style-type: none"> <li>• Payment of contractors</li> <li>• Health &amp; safety management</li> <li>• Benchmarking</li> </ul>		10,300 residential units and operational buildings
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**Contacts and Relationships**

Written: Writing reports, preparing budget estimates and programmes of work, life cycle costing, health & safety reports, producing policies and procedures, benchmarking and standard letters.

Verbal: Chairing meetings, giving specialist contractual advice, presenting information to formal groups, influencing policy, negotiating on behalf of the Council

General: Working in a collaborative manner with external and internal customers, community groups to help solve complex household and neighborhood challenges.

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name::</b>
<b>Date:</b>	