



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Planned, Cyclical & Estate Works Delivery Manager	Role Profile Number: P/A
Grade: Q	Date Prepared: July 2021
Directorate/Group: Operations	Reporting to: Operations Manager – Technical Services
Structure Chart attached:	No

Job Purpose

The post holder will be responsible for design and delivery of the planned maintenance programme in a way that is both customers focused and forward thinking to the Council's stock.

The Post holder will ensure that the team undertake contract administration in line with best practice, ensure works are delivered to a high standard to cost and quality standards.

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.

The port holder will lead on the commissioning of projects, as directed, managing the end to end process from conception through to completion.

Key Accountabilities

Role Purpose:

- Producing detailed specifications, pre-construction information, construction phase plans and procurement related documents
- Undertake and compile risk assessments and safe systems of works for a variety of construction related activities
- Responsible for the management, supervision and delivery of a wide range of planned programmed works
- Co-ordinate staff and contractors, to ensure effective delivery.
- Directly Manage a small team of Planned, Cyclical and Estates Officers
- Ensure expenditure is managed within the available budget and strictly in accordance with levels of

delegated authority and the Council's Financial Regulation

- Ensure all building work is carried out in accordance with the latest Health and safety, and construction design and Management Regulations
- Ensure the contractors and direct labor performance is managed to ensure a high level of tenant satisfaction is achieved
- Prepare detailed programs of works.
- Provide a value for money service which meets customer expectations.
- Services are efficient, continually improving and responsive to tenants and residents changing needs
- Ensure that key performance indicator targets are met and a high quality customer focused service is delivered to the customer.
- Attend meetings with tenants, leaseholders and building users as requested and provide advice as necessary
- Work to agreed performance targets to ensure efficient and effective working practices
- Supervise and provide training/induction to new staff, work placements or agency staff.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- Promote equality and diversity best practice in all areas of work
- Ensure any identified personal training needs are discussed with your line manager including being appraised in accordance with the Council's development and appraisal scheme.
- Work in accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 including taking reasonable care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.
- Work in accordance with training or instructions given, making proper use of any personal protective equipment provided and informing your manager of any hazardous situations or risks of which you are aware. Ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Participate in continuous professional development
- Monitor and report on contractors' performance and completion of works
- Answering any correspondence from tenants and leaseholders, tenant's representatives, Members of the Council and Members of Parliament with respect to capital and planned maintenance works complaints or enquires about service delivery relating to the Council's stock.
- Attend public meetings with tenants, leaseholders and building users both during and out of normal office working hours and at weekends including preparing and presenting reports and briefings at such meetings
- Provide evidence to the Health and Safety Executive, Police and Judiciary in respect of relevant issues including attending Court as a witness on behalf of the Council

Supplementary Accountabilities

- Promote locality working and support tenant and leaseholder groups
- Promote customer care, equality and diversity best practice.

- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Chair meetings and represent the Operations Manager as and when required
- Deputise for other project managers to ensure essential service delivery cover is maintained
- Participate in continuous professional development

Knowledge & Experience

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

- At least 5 years' experience of managing a construction projects service
- Detailed knowledge of tenancy, property repairs and construction legislation
- Extensive leadership skills
- Understanding of the legal framework relating to disrepair
- Understanding of how to work effectively with non-technical staff, tenants, leaseholders and building users and delivering a customer focused service including providing for diverse needs
- Experience of using computer applications including Microsoft Word and Excel.
- Knowledge of construction health and safety legislation including the Construction Design and Management regulations
- Knowledge of planning and building regulations
- Knowledge of other relevant legislation and good practice.

Qualifications

- Higher National Certificate or equivalent in Construction or Building or equivalent experience
- Current driving licence
- SMSTS

Decision Making

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

Creativity and Innovation

- Identifying and introducing service improvements
- Flexibility in delivering the repairs service
- Producing communication presentations and articles

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 1000-3000 jobs pa • 5-10 Surveyors, Trainee Surveyors and Apprentices <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Pre-inspection of work orders • Production of work orders • Post inspection of completed work orders • Payment of completed works orders 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>Yes</p> <p>Works Circa £3-8m PA</p> <p>Council owned property</p>
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Contacts and Relationships (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Ability to make site visits to inspect building premises throughout the Borough

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	