

Job Profile: Complex Repairs Operations Lead

Job Title: Complex Repairs Operations Lead

Job Grade: Level 6, Zone 1

Salary Range: £63,268 - £76,802

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. Working within the Council's Property Management Division, this role leads the Complex Repairs Team in delivering a high quality service to high satisfaction levels and within strict budget constraints for the Council's diverse housing stock of 24,000 tenanted homes and 9,000 leasehold properties.

About the role

The complex repairs team is divided into sub-teams who carry out major and complex repairs projects, manage residents damp and mould issues, and deal with all legal disrepair matters. The Complex Repairs Operations Lead provides the operational and strategic leadership to ensure continual performance management and support to the team in the contract management of supply-chain partners, procurement of individual projects and the management of directly employed operational staff. The role is also crucial in overseeing robust cost and commercial management and is responsible for the health and safety of staff and contractors and ensuring strict adherence to associated policies and procedures.

This role directly supports Camden's ambition to have decent, safe, warm and family-friendly homes to support our communities. Also, that by 2030 Camden's estates and their neighbourhoods are healthy, sustainable and unlock creativity. The quality and state of repair of our housing stock is so crucial in providing an environment for our residents to flourish, ensuring that nobody gets left behind.

About you

You will have a strong track record in managing major and complex repairs within social housing. With extensive contract management and project experience, you will also demonstrate a strong history of managing performance and quality, and a proven record of managing large budgets. You will hold a recognised health & safety qualification and will have experience of analysing data, identifying areas for continuous improvement and producing reports for a wide range of audiences. Specific responsibilities will include:

- Setting and managing team objectives and key performance indicators to ensure a high-quality complex
- repairs service.

- Ensuring strict adherence within the team and with supply-chain partners to health & safety law, policies and procedures
- Robust financial management, including responsibility for a circa £10 million budget
- Leading the commercial and contract management of supply-chain partners, including ensuring accurate leaseholder recharges.
- Producing regular performance reports for a wide audience including leadership team, elected members and residents
- Working as part of the Repairs & Operations senior management team to deliver the service plan, cross-cutting projects and the medium-term financial strategy

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.