

Job Profile

Job Title: Environment Team Manager: Temporary Accommodation Group

Job Grade: Level 4 Zone 1

Salary Range: 43,004 - £49,131

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.

The Temporary Accommodation Group provide a wide range of accommodation for some of the most vulnerable people in our community. This includes those who cannot easily secure a home for themselves without some assistance, and those that are unable to live independently. Our aim is to provide the best standard of accommodation that we can that is safe, secure, clean and suitable for their needs. Our portfolio includes hostels for families and for single people, those with mental health problems, young people and people with physical and / or learning disabilities. We also manage two small Travellers' sites. We also have a large portfolio of individual self-contained furnished properties located throughout the borough. We have an ambitious programme of developing new hostels and acquiring and developing more self-contained accommodation.

By providing a comprehensive portfolio of good quality temporary accommodation located in Camden, we can help to address the needs of those in greatest need in our community and help us provide a better future for all.

About the role

The Environment Team Manager will play a vital role in helping us to provide furnished temporary homes for some of the most vulnerable residents in our community. We want to ensure that the homes we provide are safe, secure, clean and suitable for their different needs. In this role, you will be helping to address the needs of the most vulnerable and in greatest need in our community, improve their housing situation, and help us achieve a fairer, better future for everyone in Camden.

This is an operational role, and you will work closely with other staff teams, internal and external contractors, and other service providers to ensure the effective delivery of a range of building related services across the portfolio, and the delivery of building works and maintenance. You will take the lead on ensuring that all building related services provided are in line with health and safety and fire safety legislation and ensure that the relevant inspection regimes are carried out and appropriately recorded. You will ensure that the hostel environment is kept clean and safe for residents and staff by managing the front line cleaning service in line with COSHH and other relevant legislation, and that risks are assessed and appropriate mitigations implemented. The role will also take the lead in building related emergency situations, liaising

with other departments and colleagues to ensure that the issues are addressed and resolved. You also will be instrumental in setting up of new schemes and closing down of old schemes.

You will lead on liaising with our void teams to ensure that all the necessary works to our void properties are completed, and then arrange for them to be furnished and made ready to move into in a timely manner, to ensure a ready supply of accommodation in the borough for those that are urgently in need of housing.

This is a front line role and you will be working with client groups that may have complex needs and exhibit challenging behavior. You will need to demonstrate a thorough understanding of, and empathy for, our client group and the issues that they experience.

About you

Essential:

You will be responsible for delivering a customer focused service, with particular emphasis on the control and management of health and safety and fire safety issues across our portfolio. This will require an enhanced knowledge of the relevant legislation, of our responsibilities and of the statutory requirements specific to the residential and working environments and the client groups, so that we can ensure that our buildings are compliant, and residents and staff are safe.

You will need experience of working with a wide range of stakeholders, including internal providers, external services and contractors to ensure the effective delivery of building related works and maintenance, building improvement, and a range of other building and facilities related services are delivered effectively. This will include regular checks to ensure that all of our statutory servicing regimes are being carried out and that remedial works are completed.

You will need to understand the importance of getting empty properties ready to let as soon as possible and the ability work with others to achieve this.

You will need the knowledge and ability to carry out and advise on risk assessments for a variety of situations and people relative to the role and environment.

You will need the skills and experience to manage a front line cleaning service, including training, coaching, supervision and performance management, and ensure that staff observe safe working practices in accordance with all relevant legislation.

As a manager based on site, you will need to be able to work independently and unsupervised, and as part of a team with other staff teams based on site.

You will need to be flexible, and able to reassess priorities at short notice in response to changing circumstances.

We provide services for some of the most vulnerable people in our community. This includes families with children, young people, those with a history of rough sleeping, those with mental health problems and those with substance misuse issues. Some of our clients may also present with challenging behaviors. You will need to demonstrate a thorough understanding of, and empathy for, our client groups and the issues that they experience. You will also need to demonstrate the ability to interact with them in a positive and non-judgmental way, and have the skills and ability to manage challenging interactions effectively.

Desirable

You will either have, or be willing to train and undertake a relevant Health and Safety and / or Fire Safety training and qualification e.g. NEBOSH general certificate or equivalent or other relevant recognised training and qualifications relevant to the role.

Practical knowledge of the requirements of setting up new schemes and of closing down schemes would be desirable.

Work Environment:

You will be based in one of our hostels but will be managing a portfolio of properties located around the borough. Our portfolio includes hostels for families and for single people, those with mental health problems, young people and people with physical and / or learning disabilities. We also manage two small Travellers' sites. We also have a large portfolio of individual self-contained furnished properties located throughout the borough

You will be required to travel between sites, and will be required to attend our main offices in 5 St Pancras Square as required.

You may be lone working at times when you are visiting the dispersed properties around the borough,

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People Management Responsibilities:

You will be managing a team of between 4-8 cleaning operatives.

Relationships:

Other staff teams based in hostels such as the pathway support services, tenancy services and customer and residents services. Housing assessment and allocations teams. Internal and external maintenance contractors. Camden repairs service. Mechanical and electrical services. Capital works teams. Surveyors. Grounds maintenance and arboriculture staff. Fire safety advisors. London Fire Brigade. Police. Fire risk

assessors. Health and Safety advisors. Adult Social Care staff. Social workers. Camden learning disability service (CLDS), Commissioned support providers in supported living schemes. Unison representatives. Elected Members.

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