

Job Profile Information: Lessons Learned Lead

This supplementary information for the Lessons Learned Lead is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2. Camden Way Category 4.

Role Purpose:

The Lessons Learned Lead plays a pivotal role in facilitating organisational growth and improvement by systematically collecting, analysing, and disseminating insights gained from project experiences. This position involves collaborating with customer and operational teams, stakeholders, and subject matter experts to identify key lessons, best practices, and areas for improvement. The Lessons Learned Supervisor ensures that valuable knowledge is captured, documented, and shared across the organisation to enhance decision-making, mitigate risks, and foster continuous improvement.

Reporting directly to the Repairs & Operations Service Delivery Team Leader, the post holder will act as the customer champion by understanding how and why we have let our residents down and leading the proactive change needed to improve the service for our residents and wider stakeholders. This role will work closely across property customer services engagement and operations. The post-holder must be able to understand data and deliver findings to wider groups, including senior staff members.

Example outcomes or objectives that this role will deliver:

- Collaborate with project teams to identify lessons learned throughout the project lifecycle.
- Facilitate lessons learned sessions and workshops to capture insights, best practices, and challenges encountered.
- Document lessons learned in a structured format, including causes, impacts, and recommended actions for improvement.
- Analyse lessons learned data to identify trends, patterns, and recurring issues across projects.
- Synthesize findings to extract actionable insights and recommendations for organisational improvement.
- Survey potential complaint work to find a resolution. Provide accurate reports for case management, reporting on repairs and ensure solutions are provided.
- Conduct root cause analysis to understand the underlying factors contributing to project outcomes.
- Establish and maintain a centralised repository for documentation of lessons learned.
- Develop and implement processes for categorising, tagging, and organising lessons learned data.
- Ensure accessibility and usability of lessons learned knowledge base for relevant stakeholders.
- Prepare reports, presentations, and other communication materials to disseminate lessons learned.
- Share insights and best practices through workshops, training sessions, and knowledge-sharing platforms.
- Collaborate with project managers and leadership to integrate lessons learned into project planning and execution.
- Monitor the effectiveness of lessons learned initiatives and make recommendations for improvement.

- Proactively identify opportunities to enhance lessons learned processes and methodologies.
- Stay abreast of industry best practices and emerging trends in lessons learned management.

People Management Responsibilities:

- No direct line management of a team.
- Champions quality and customer satisfaction.
- To establish, maintain, and develop effective working relationships with trade staff, stakeholder including elected members, case management team, data and performance team, external agencies, specialist suppliers, and all other relevant groups/companies.
- Balance tasks, along with team and individual responsibilities, in a way that increases efficiency, professionalism, and value to the Council in all aspects of service delivery.
- Actively contribute to developing relationships with key stakeholders and ensure close partnership working to obtain the best value for money and efficient ways of working to support the Council's housing objectives.

Work Environment:

- Repairs delivery is a high-volume, fast-moving environment that can regularly involve high pressure. Flexibility, adaptability, and the need to make decisions quickly are vital as priorities frequently change and information is updated in real time. You will be expected to visit properties often.
- You will be required to work flexibly to manage and support service delivery between these hours, which may include changes to working times/patterns to deliver effective service.

Technical Knowledge and Experience:

- Experienced Customer service skills.
- Excellent data gathering and analysis skills and knowledge on Sharepoint, QlikSense, BOXI/Power BI would be advantageous.
- Good technical knowledge and interpersonal skills, including the ability to work both independently and collaboratively
- Experience working in a high-volume maintenance/void environment.
- An understanding of the health and safety responsibilities of a maintenance service.
- Good planning and organisational skills.
- Excellent IT skills and using Excel and MS Office are essential.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way, please visit by clicking [HERE](#).

Structure Chart



