

Job Profile

Job Title: Commercial Management Team Leader (Repairs)
Job Grade: Level 6 Zone 1.

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. 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. This role sits within the Repairs & Operations service and will be accountable for the operational commercial management of the repairs service, including contract compliance, financial management of the service and measures to improve productivity. The Council has 33,000 homes, of which 9,000 are leasehold.

About the role

The Council manages over 120,000 repairs orders each year with expenditure of c. £12m per annum through labour and materials and a similar amount through supply chain support. There are also eight measured term contracts for mechanical and electrical infrastructure with a value of approximately £15m per annum depending on activity. This role leads the commercial operation of the repairs service, both in house delivery and services delivered by suppliers. For the in house team we are working to make sure we are as efficient as possible and productivity is improved and sustained across the service, and where supply chain support is required we commission this in a compliant way that secures value for money. On our large Maintenance and Engineering (M&E) contracts, the post holder will be responsible for ensuring that the performance of these contracts is regularly assessed and evaluated according to the established service information and performance measures. This includes reviewing key performance indicators (KPIs), compliance with agreed service levels, and ensuring that all tasks are being completed efficiently and effectively. Additionally, the post holder will oversee that all suppliers and contractors meet their obligations, especially in terms of fulfilling statutory requirements and legal obligations. The role will involve close monitoring and reporting of performance, addressing any issues that arise, and working collaboratively with suppliers to ensure that all contractual and regulatory standards are consistently met, throughout the duration of contracts.

This role directly supports Camden's ambition to have decent, safe, warm and family-friendly homes to support our communities. The key duties are:

- Lead the Repairs and Operations Commercial Team in the Property Management Division
- Lead the commercial management of the supply chain used by the repairs service, making sure commissioning is compliant with Council processes, costs are benchmarked and reasonable, and changes to process are supported by procurement advice
- Make sure the eight M&E contracts are administered in accordance with contract conditions and that suppliers are assessed in line with contract performance measures, any notices are issued in line with contract conditions, and any appropriate deductions to fees are administered correctly
- Lead the operational financial management of the service making sure that all repair costs are correctly accounted for, forecasts are accurate and produced in real-time, and that works order management processes are adhered to, including appropriate treatment of capital and revenue costs.
- Monitor the delivery of statutory requirements through the M&E contracts, particularly compliance and other performance measures that form part of the Regulator of Social Housing Tenant Satisfaction Measures, taking contractual action as appropriate
- Proactively manage the back-office functions for the repairs service, making sure service overheads are efficient, benchmarked and effective, particularly in relation to the vehicle fleet and the delivery of the green transport plan, and the efficient and compliant procurement of materials

- To be the operational lead on reporting across the Repairs and Operations Service, making sure financial reporting, TSM reporting and other performance measures (both contract and service) are regularly refreshed, robust and auditable
- To lead the commercial team providing support and guidance to staff, making sure Camden's HR policies and procedures are adhered to
- Work closely with the Property Asset Management service around its analysis of repair costs and proactive asset management of the Council's homes
- Ensure establishment budgets and staff allocations are monitored for accuracy
- Ensure capitalisation reports and works order actualisation, from all service areas are completed quarterly in accordance with agreed timelines

About you

You will have a strong track record in property or housing management with experience of leading multi-disciplinary teams. We are looking for someone who has:

- Experience of leading a team, preferably in a social housing environment, either as a supplier or as part of an in-house service
- Proven experience of contract administration and commercial management, preferably with experience of NEC contracts
- Proven experience of managing framework call-offs and identifying suitable framework solutions for services, works and materials
- Proven experience in managing a diverse supply chain and contract conditions
- Proven experience of financial management of services and the development of management reports that can drive decision-making
- Experience of developing services and strong performance management
- Evidence of developing and maintaining strong working relationships with a range of teams
- Experience of performance management and driving a programme of activity
- Experience of commissioning and working professionally with third-party suppliers, such as supply chain partners or legal services providers, driving performance as required
- Good working knowledge of landlord and tenant law, and the processes that surround legal disrepair
- You will be working in a challenging, high-energy environment that requires the ability to prioritise and manage multiple tasks simultaneously
- Achievement or working towards relevant professional qualification in business management, or finance (e.g., RICS, CIPS, CIPFA, CIHCM or similar) is desirable.
- Evidence of continuing professional development in a related field.

Work Environment:

Camden offers flexible working arrangements and this role will be partly office-based with hybrid working technology available at our main office locations. Site visits across the borough are commonplace as are evening meetings that are held online and in-person. Court attendance may be required.

People Management Responsibilities:

The post holder manages the Repairs and Operations Commercial Team in Property Management, which comprises of Quantity Surveyor, Stores & Transport,

Relationships:

The postholder will work with heads of service, team leaders, directors and executive directors as required across the whole of the Council. Strong working relationships with legal services and third party suppliers will be essential.

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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,

Note:

This document is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.