

Job Profile Information: Technical Supervisor (Void Homes)

Role Purpose:

- Camden is in the process of making major improvements to our landlord services. When our properties become vacant, we want to ensure we can turn around works as quickly and as flexibly as possible, whilst ensuring that repairs works are done 'right first time' (to a high quality that will last and is value for money, carried out without wasting any unnecessary time or money).
- With approximately 800 properties becoming vacant each year, void works, resulting repairs and potential high risk consequences for Camden's rental income, managing these works effectively and to a high quality entails responsibility for a significant percentage of the borough's budget of approximately 8 million pounds per year for repairs works to empty homes. We recognise that whilst our properties are empty, this is the best time to complete high standard, enduring works and fix root causes to avoid future cost to the council, and this role requires innovative thinking which goes beyond existing processes and procedures.
- Our stock is extremely varied, ranging from tower blocks to listed buildings, all requiring different and creative assessments of works required. This post holder will play a large role in shaping future landlord services; working as part of a multi-disciplinary, diversely skilled team with a range of different specialisms, and with other teams across the Council to help our customers living in Camden's homes to have secure and safe housing that meets their ongoing needs.
- Your particular contribution will be to provide technical expertise, bringing a knowledge of building pathology and diagnostics into the specification of repairs, construction and improvements; this demands creative and innovative input across a number of building functions, and with various external contractors. The role requires innovative and robust administrative and contract management skills, working creatively with a range of internal and external colleagues and contractors. At the same time you will be working in a front line environment with residents, understanding their specific needs and requirements, including those who are vulnerable, elderly and disabled.
- You will monitor and evaluate the work of the service in conjunction with other Locality Officers, Team Leaders, Heads of Service, Senior Officers and elected members to ensure that measures data is being used to understand and improve services. You will also lead service changes working with others based on findings from performance measures data. You will have a major responsibility for monitoring and evaluating important new local policies, practice and provision of services to better deliver repairs provision on a patch of 2,100 properties.

Example outcomes or objectives that this role will deliver:

The post holder is expected to:

- Work flexibly and creatively to specify and manage void works end to end to deliver a home that is fit for purpose to meet the individual needs of the resident including being repaired and safe for letting. This post is responsible for innovative and autonomous decision making about required works managing the delivery of these through internal teams, specialist contractors and where applicable sub-contractors. To also make innovative decisions about payment for works completed to our empty homes, with significant related implications for rental income, overall cost and turnaround which hinge on the effective management of up to 800 empty homes per annum.
- Be responsible for the proper use of plant machinery, high value stocks and supplies (in the form of our housing stock) and managing significant payments to contractors for works completed to a high standard.
- Work with contractors and other teams across Camden to lead and manage the delivery of empty homes end to end in a timely manner;
- To develop and maintain an environment of continual learning, by identifying root cause patterns in barriers and obstacles to the work; outside of existing processes and procedures and address these collaboratively and creatively with colleagues and senior officers.
- To find ongoing solutions and address these continually and creatively outside of existing processes and systems of work.
- Monitoring and evaluating both individual practice, that of contractors and those of the service and wider team.
- Assisting with developing technical skills in the locality team to meet the needs of residents.
- Take a resident focussed approach, based on the varying needs of Camden's incoming tenants, and our hugely diverse stock (1/3 of buildings are listed, a variety of sizes and states of repairs).
- To work across a range of diverse service boundaries to address cross cutting barriers impacting on delivery of effective service to our residents.

Relationships;

- Work closely with officers within the Locality Team, senior officers and elected members to meet resident needs effectively;
- To manage the end to end process of works whilst properties are void in conjunction with colleagues in the locality team and new tenants;
- Work closely with contractors, including checking and challenging quotes to manage costs, risks on site to safety and manage budget implications across different budgets for voids and repairs works and rental income;
- Constructively support and challenge colleagues and build capabilities;
- Work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with changing needs;

Work Environment:

- Working proactively in our neighbourhoods involving a significant number of visits to accommodation and other agencies;
- Working on empty properties and carrying out home visits to sometimes vulnerable tenants;
- Working in 5 Pancras Square, Camden Town Hall on Judd Street and other Camden offices and homeworking when not out in locality;
- Attendance at external meetings, sometimes outside normal working hours, may be required.

Skills, Knowledge and Experience:

- Strong ability to use initiative to meet the needs of our properties and neighbourhoods creatively and innovatively to explore possibilities for improvement and more effective delivery;
- To creatively address problems and barriers outside of existing processes;
- Strong ability to manage budget and performance monitoring and reflect and address trends and patterns in relation to these;
- Ability to devise and develop innovation solutions to construction problems and ability to relate these to the customer experience;
- Strong understanding of cost of materials and labour and experience in budget management, financial control and contract administration;
- Excellent knowledge of building pathology across a range of property types;
- Understanding of Mechanical and Electrical installations and their functionality in domestic property;
- Good specification skills and ability to estimate the time taken in delivery of specified items;
- Understanding of Building Regulations & Planning Acts;
- Understanding the RRO and Fire Protection regulations;
- Detailed understanding of Health and Safety;
- Strong understanding of the wider maintenance obligations of the Council;
- Understanding of leasehold implications associated with the repair of property in multiple occupation;
- Ability to work unsupervised in a Right First Time environment;
- Ability to carry out post inspection to highlight defects, assess quality of repair, cost of repair and time taken, also including suitability to meet needs of customer;
- Ability to interrogate and effectively use IT systems such as repairs databases;
- An appropriate engineering or building qualification or significant equivalent experience.

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:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>