**Job Profile: Senior Improvement Officer**

**This job profile information for *Improvement Officer* is for guidance only and must be used in conjunction with the Job Capsule for Job Family Buildings & Structures, Level 4, Zone 2**

**Camden Way Category: Building and Structures**

**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.**

**Role Purpose:**

To robustly analyse the performance of contractors who deliver reactive repairs and planned works to Camden’s properties and assets. Identification of deficiencies in service delivery, develop and implement improvement plans to ensure that planned works and repairs are delivered to the highest standards of quality and ensure customer satisfaction and value for money. Lead work on behalf of the Division’s management team and work with all stakeholders to develop the service.

**Example outcomes or objectives that this role will deliver:**

* To ensure the effective project management of schemes from inception to completion that meet all legislative requirements including CDM 2015 and related health and safety legislation.
* To ensure that the schemes are managed on a day to day basis and that effective controls are in place to manage quality of works and to ensure that KPI’s are met, where appropriate.
* To ensure that regular meetings are held and minuted during all stages of the scheme from pre commencement to completion of works and to ensure that the defects liability period is monitored.
* To ensure regular inspection of schemes and to deal with any contractor, service provider or resident issues that may arise.
* To work closely with all stakeholders to ensure that the scheme meets the requirements of local residents and meets the Councils objectives to deliver high quality, value for money services
* Establish close and constructive relationships with all teams within the division, contractors, residents and members to identify areas for service improvement.
* Develop and monitor the effectiveness of quality assurance processes and service delivery and identify through consultation the most effective options for service improvement.
* Play a key role in strategy development with senior management, responding to changes in the Council, financial challenges, government priorities, links with other divisions and corporate strategy.
* Identify training needs and co-ordinate training delivery ensuring that officers are equipped with the relevant skills to carry out their duties and improve performance.
* Take overall accountability for analysing data on the performance of contractors and producing clear and concise reports to be presented at meetings with contractors, residents and staff at all levels to demonstrate the Division’s performance and progress on improvements to service delivery.

Note: All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

**People Management Responsibilities:**

The post will report to the Team Leader (Commercial Management), but may be required to work on particular projects as directed. The post holder will, on occasion, be required to report on projects directly to senior management team

This post does not directly line manage staff but does have responsibility for managing projects

**Relationships;**

Work collaboratively with colleagues in HR, schools, directorates, managers, staff and shared services

**Work Environment:**

The post holder will work within a complex and highly sensitive framework and confidentiality and discretion must be observed at all times. The post holder may occasionally be required to work at weekends or in the evening, particularly if projects require close working with teams who operate out of hour’s arrangements.

The **Commercial Management** team is based at 33/35 Jamestown Road, although staff may also be expected to work either remotely at other locations or from home. An important feature of this post will be the willingness to and ability to work flexibly across the Property Services Division

The post-holder will be required to work in an ‘agile’ way in line with Camden’s paperless and flexible work environment.

**Technical Knowledge and Experience:**

**Technical Knowledge**

* Knowledge or experience of delivering repairs services and capital works
* Knowledge of key developments in construction including health and safety legislation, sustainability issues, building regulations, design standards and compliance, best practice. And quality assurance techniques.
* Knowledge and understanding of different types of contracts within the construction industry and their application to planned and reactive works.
* Knowledge and understanding of pre and post inspection processes.
* Knowledge of quantitative and qualitative research methods
* Up to date understanding of health and safety responsibilities in a construction environment
* Knowledge and understanding of the assessment of value for money in reactive and planned works procurement and management.
* Understanding of the needs of customers and all stakeholders in the provision of repair and planned works.
* Knowledge of best practice in project management and option appraisal and risk management techniques.
* Knowledge and understanding of effective ways of presenting data and information to a range of stakeholders.
* Knowledge and understanding of the importance of forming strong relationships with parties to enable constructive dialogue and positive outcomes.

**Experience**

* Experience of liaison and consultation with a range of stakeholders in relation to construction activities.
* Experience of project management processes and taking forward a project brief to an implemented plan.
* Experience of identifying performance issues implementing an improvement plan and monitoring its effectiveness.
* Experience of report writing and presentation of data using IT.
* Experience of complex data analyses and follow on reporting and drawing up of action plans
* Experience of performance measurement and management techniques and their development

**Qualifications**

Degree level or equivalent

**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/>

**Chart Structure**

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