**Job Profile:**  **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 3, Zone 1**

**Camden Way Category: Building & 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 ensure that Camden’s planned works and repairs are delivered to the highest standards of quality and customer satisfaction through robust monitoring and assisting in the identification and implementation of improvements to the service. Make sure procedures are robust and comply with good practice and regulatory frameworks.

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

* To support 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 provide support, 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 provide administrative and technical support at regular meetings, that 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 support the 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.
* Support and provide effective of quality assurance management and service delivery and identify through consultation the most effective options for service improvement.
* Support strategy development with senior management, responding to changes in the Council, financial challenges, government priorities, links with other divisions and corporate strategy.
* Support the analysis of 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.

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 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**

* Understanding of repairs services and capital works
* Understanding of pre and post inspection processes.
* Understanding of health and safety responsibilities in construction.
* 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.
* Understanding of project management methods including option appraisal and risk management techniques.
* Knowledge of quantitative and qualitative research methods
* 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.

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**Experience**

* Experience of liaison and consultation with a range of stakeholders in relation to construction activities procedure and regulations.
* Experience of the project management process and taking forward a project brief to an implemented plan.
* Experience of identifying performance issues.
* Experience of development and implementation of performance measurement and management techniques
* Experience of report writing and presentation of data using IT.
* Experience of data analyses and follow on reporting and drawing up of action plans

**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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