

Job Profile: Head of Repairs and Operations

This supplementary information for Head of Repairs & Operations is for guidance and must be used in conjunction with the Leadership Behaviours; Job Level 6, Zone 3

It 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 develop the Council's in house repairs service
- To support the Council's Property Management Division by developing an effective and efficient service covering all property assets covering Housing, Schools, Commercial and Corporate buildings etc.
- To deliver all Health & Safety requirements on behalf of the Council in the delivery of services.
- To provide leadership and strategic direction for the delivery of all services in line with Camden 2025.
- To manage services within defined budgets, working to improve productivity and efficiency.
- To lead the housing day to day repairs, voids, major repairs and mechanical and electrical maintenance services
- To improve the efficiency of repair services through dynamic scheduling, operational data and resident feedback
- To develop and maintain a proactive planned preventative maintenance service
- Proactively lead and support the integration of services so that all areas of the property portfolio can benefit from consistent repairs and maintenance services
- Improve control, delivery and ongoing visibility of all legislative compliance related services.
- To develop the existing DLO in order to increase the level of directly delivered work volumes and seek to increase turnover from c£14m p.a. to over £25m p.a.
- To develop the in house voids and major repairs teams, reducing the reliance on supply chain support each year.
- Work as part of the management team to procure and manage the supply chain.
- Make sure that leaseholder consultation arrangements are observed and costs are recovered in line with statutory guidance.
- Deliver all works to budget/time/quality requirements of Council.
- To prepare this part of the operation for future traded services offering.

Example outcomes or objectives that this role will deliver:

- Manage all staffing activities across the day to day, major repairs, voids and M&E teams.
- Manage all Health & Safety related activities
- Member of the Senior Management Team, Property Management
- Develop and enhance all associated management processes, procedures and systems within respective service – in conjunction with wider service base of Property Management Directorate
- Setting and reporting on performance data and outputs
- Ensure that the local authorities statutory duties around compliance within property services are discharged appropriately i.e. LGSR, FRA, Legionella/Water, Asbestos management etc.
- Ensure that appropriate Human Resource support is in place for all associated services.
- Ensure that appropriate Learning & Development opportunities are available to all staff and operatives
- Represent the London Borough of Camden at National and Regional events and forums
- Effectively manage the performance of direct reports and ensure that performance management processes within the service are robust and effective.
- Participate in and inform all strategic and operational budget setting processes within the service in order to ensure that they take into account funding, business development needs, staffing costs and purchasing requirements.
- To effectively manage repairs & maintenance purchasing budgets
- Take responsibility for facilitating effective co-operation between relevant stakeholders/partners, share information willingly, appropriately and work with others to improve integration and efficiency.
- Undertake risk assessments in order to determine whether appropriate management and contingency arrangements are in place to ensure the effective and continuous provision of services and assist in the provision of direct support in emergency measures undertaken by the Local Authority or its Partners.
- Operate in accordance with all industry/CIBSE best practices.

People Management Responsibilities:

- Repairs & Operations team comprising the voids team, day to day repairs, specialist works, support services, major repairs and M&E maintenance. Includes c. 130 trade staff rising to 250 by 2025/26.
- Work with wider Council Directors and HoS to manage services in the multi-disciplinary teams
- Strategically manage third party service providers

Relationships;**Internal**

- Staff within Camden Council
- Specialist support teams/contractors
- Development consultants

External

- Councillors of Camden Council
- Government Departments and agencies
- Private and voluntary sector providers of relevant services
- Other public sector providers and organisations
- Members of the public
- MPs

Work Environment:

Based at Holmes Road, Jamestown Road and 5 Pancras Square. Attendance on site and at evening meetings as required.

Technical Knowledge and Experience:

- Knowledge of relevant legislative frameworks
- Experience of working in property services with a focus on direct delivery
- Extensive experience of strategic partnership working with other agencies
- Experience of managing complex services in property management services
- Extensive knowledge and experience of management of Health & Safety and Statutory Legislative Compliance
- Experience of working in a political environment
- Experience of service evaluation and driving change management
- Extensive experience of financial / budget management
- Experience of purchasing, commissioning and contracting
- Educated to degree level/post graduate qualification (or equivalent) level 7
- Evidence of continuing professional development
- Management qualification or appropriate level of strategic management experience i.e. minimum of 7 years

Leadership Behaviours

<p>INSPIRE</p>	<p>“Our leaders demonstrate the organisational values every day. They are passionate about the services they lead and delivering the vision and outcomes in the Camden Plan. They are authentic, inspirational and engage others through their personal leadership and ability to make the vision meaningful to all. Leaders are highly visible to staff and partners across Camden, have an interest and curiosity about the work of the whole council and ‘make everything their business’. Because they understand the bigger picture and always do things in the best interests of Camden, our leaders can lead different areas and work across the Council. They are recognised as exemplary leaders by organisations beyond Camden.</p>
<p>ARE POLITICALLY ASTUTE</p>	<p>“Leaders demonstrate a wide understanding of the national and local political and economic environment and the perspectives of key stakeholders. They utilise this to shape the vision for the future, influencing the thinking and direction of stakeholders, including Members, partners and residents, and building credibility as a trusted advisor.”</p>
<p>DEVELOPS PEOPLE</p>	<p>“Our leaders identify talent and develop capability so that we have the highly skilled, committed and motivated workforce we need to deliver the Camden Plan. They create a culture of accountability – ensuring all staff, Members and other stakeholders deliver agreed outcomes and act in line with our ways of working.”</p>
<p>COLLABORATE</p>	<p>“Our leaders create the conditions for effective collaboration between stakeholders across Camden. Leaders establish relationships building trust and rapport. They listen to and understand different stakeholder perspectives, and are open and honest with others, be they staff, peers, Members, partners, providers or customers. Our leaders build a shared sense of purpose across Camden, unlocking the borough’s collective resources for the benefit of all. Challenge is accepted and encouraged as a means of delivering the best outcomes.”</p>
<p>DRIVE QUALITY AND VALUE</p>	<p>“Our leaders are ambitious and innovative in their approach to driving high standards, quality and value for money. They trust and respect staff and partners as experts in their work and empower them to be courageous and try new approaches in order to improve services and outcomes for customers.”</p>
<p>INFLUENCE</p>	<p>“Our leaders scan the environment and seek out the latest thinking, tools and technologies across all sectors. They think broadly about how this applies to the Camden context, taking the best of what’s around us to set the future direction for the borough.”</p>

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

Has a wide knowledge of the national political environment and anticipates what is likely to be of concern to different stakeholders in future

Work as one team

Encourages strong team bonds and individuals to be transparent about their work and supportive of each other Build common understanding of needs and shared goals across different partners

Take pride in getting it right

Integrates key points and develops clear strategic alternatives from a mass of disparate data. Able to monitor performance from a high level using management information data and customer feedback

Find better ways

Champions a learning culture and encourages others to develop and progress in their careers. Acts on identified barriers that prevent staff delivering the right service, right first time, providing value for money

Take personal responsibility

Champion a coaching style of management. View situations from multiple perspectives and understand multiple implications

For further information on the Camden Way

Chart Structure



