**Job Profile**

**Job Title: New Homes Aftercare Manager**

**Job Grade: Level 5 zone 1**

**Salary Range: £46,756 - £54,238**

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. 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.

The Community Investment Programme (CIP) is our ambitious 15-year plan to invest over £1 billion in schools, homes and community facilities in Camden. It’s our answer to government spending cuts. It's a new way to continue to invest in our community despite massive cuts in central government funding.

In total, we’re building:

* 3,050 new homes, including 1,100 council homes
* 300 genuinely affordable homes to rent
* 48 schools and children’s centres
* 9,000m2 of improved community facilities, the equivalent of 35 tennis courts

This important role will oversee our Community Investment Programme (CIP) New Homes Aftercare Team to provide a comprehensive, resident focused handover and aftercare service.

**About the role**

The New Homes Aftercare Manager will support a smooth transition of our new build homes from construction to occupation and into day to day management and maintenance. They will

* Motivate and manage the Aftercare Team who perform a key role in the effective handover of new CIP assets from construction until the end of the defects liability period;
* Work in close collaboration with the development delivery team responsible for the construction contract management
* Be responsible for the provision of high quality services to incoming customers through home user demonstrations and moving support.
* Work in close collaboration with property services team to ensure the effective management and monitoring of defects, and end of defect inspections for newly built homes and manage an excellent service to our customers and improve on current KPIs;
* Manage responses to complaints arising from poor contractor performance in the resolution of defects, acting as a resident champion in this instance, working closely with development delivery teams and property services on all technical matters;
* Build relationships with internal and external colleagues in order to deliver improvements to our excellent handover and aftercare service;
* Manage monitoring systems using a range of IT solutions – specifically Northgate and Excel - and via liaison with the CIP’s Programme Management team.
* Achieve a high level customer satisfaction on after sales service

**About you**

* Background in aftercare with demonstrable experience in management of newly built homes and/or large regeneration/housing planned maintenance programmes;
* Understanding of construction contracts – particularly completion and handover process, defects and warranty conditions
* Understanding of maintenance and repairs processes
* Knowledge and Experience of
  + Private sales market and affordable housing
  + Snagging and managing defects. NHBC and warranty processes
  + Asset management
  + Using IT systems, desirable to know Northgate or other similar IT systems.
* Creative thinker in problem solving and demonstrable ability to deal with a wide range of customers and negotiate / troubleshoot outcomes that can provide solutions for all parties;
* Excellent verbal and written communication and presentation skills;
* Excellent IT skills in all main Microsoft Software and ability to easily pick up the use of new systems;

**Work Environment:**

Office based with periods of time spent outdoors including visits to building sites that may require wearing protective clothing.

**People Management Responsibilities:**

The post holder will have management responsibility for a team of three: 3 x New Homes New Homes Aftercare Officers. The manager will set priorities, allocate work across the team and promote high levels of performance

**Relationships;**

The role’s main contacts outside the core Aftercare team will include:

Internal:

· Heads of Development, Sales, Programme and other Heads of service throughout LB Camden

· Member of the CIP Management team

· Members of Development, Sales and Marketing teams

· Members of Camden’s property services, housing management, and asset management.

External: (to include, but not be limited to)

· Aftercare managers in contractors & developers

· Other consultancy firms including Employers Agents

· Other representatives from LB Camden’s appointed Contractors

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**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,