

Job Description and Person Specification

Job details

Job title: Housing Capital Investment Manager
Grade: OM9 £51,802 - £55,044
Reports to: Head of Housing Maintenance and Development
Responsible for: Capital Investment Operatives, Technical and Office teams
Directorate and Service area: Adults, Health Partnerships and Housing – Housing Maintenance and Development

Purpose of the job

- To provide an effective service for managing all aspects of the Council's statutory capital property investment programme (excluding Gas, Electric and Voids), stock condition surveys, cyclical programmes and adaptations to the homes of tenants of the Council. To ensure Council homes receive capital investment, stock condition surveys, cyclical programmes and adaptations in a timely and efficient manner, to comply with the Council's corporate objectives and statutory Landlord duties to repair and maintain properties in line with the Landlord and Tenant Act 1985 the Housing Act 2004, plus other relevant legislation.
- To deliver a professional and cost effective housing capital investment function for the Council across North Northamptonshire from Robinson Way and Fleming Road Depots, including all aspects of the Council's statutory capital property investment programme, stock condition surveys, cyclical programmes and adaptations to the homes of tenants of the Council.
- To ensure the financially compliant procurement of contractors and suppliers, development of, and adherence to, the capital investment obligations of the Council as a landlord contained within the Decent Homes Standard and associated legislation, and the implementation and adherence of health and safety procedures.
- To lead the Capital Investment teams based at Robinson Way and Fleming Road Depots to provide a safe and legal landlord repairs and maintenance function.
- To support the Head of Housing Maintenance and Development through the process of change with the introduction of new legislation that impacts upon service delivery and provide advice and support to other council services that could also be impacted.
- To support the Head of Housing Maintenance and Development to deliver transformational change and innovation in services within your area of responsibility and cross cutting other areas of Housing and wider council service provision.

- To deputise for the Head of Housing Maintenance and Development, as required.

Principal responsibilities

1. Day to day management of the Capital Investment, Technical, Cyclical, Adaptations and office teams, managing resources to ensure that the service meets statutory requirements and monitoring performance to ensure that the service meets service plan and performance indicator targets and operational needs.
2. To act as the lead officer and senior technical advisor for the Council's statutory capital property investment programme (excluding Gas, Electric and Voids), stock condition surveys, cyclical programmes and adaptations areas of Housing Maintenance and Development, providing Health and Safety, legislative guidance and technical support to the Capital Investment Teams and the Council. Preparing reports and attending meetings as required.
3. To procure, implement and manage the provision of suitable specialist contracts (for example, roofing, energy improvements etc.) used by the Capital Investment Team to ensure a consistently high quality of service delivery to service users.
4. To procure and manage suitable contractors, as required, to support the in house Direct Labour Organisation staff in the fulfilment of the delivery of the Council's statutory capital property investment programme, stock condition surveys, cyclical programmes and council housing adaptation requirements.
5. To proactively manage staff development and training to ensure the team has the requisite levels of knowledge, skills, and competency validation to perform their roles.
6. To work with wider teams in Housing to develop, implement and monitor a process for recharging tenants and leaseholders of the Council for repair works undertaken by the capital investment teams which are the responsibility of the tenant or leaseholder to resolve.
7. To ensure that there is effective and timely forecasting and analysis of business and financial data to enable robust budget management and budget planning, minimising financial risks, and maximising potential efficiencies.
8. Contribute to the overall management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing risks to secure the reputation of the Council. Able to deal successfully with business-critical issues at short notice without close supervision. This includes provision of Housing Maintenance

and Development assistance for business continuity or emergency plan purposes.

9. Lead and develop the procurement strategies for services and contracts in order to secure cost-effective outcomes by:
 - Contract development, negotiations, and regular review in order to ensure the availability of required services and promote service improvement planning and delivery.
 - Developing partnership arrangements.
 - Develop management information with suppliers and contractors in order to manage performance and costs effectively.
 - Contribute as part of the management team to corporate strategies and policies and working with colleagues in other directorates and partner organisations.
 - Oversee the work of the teams, consultants and contractors and ensure that correct technical and contract management procedures are followed.
10. Provide professional and managerial support to, and work with the Head of Service to develop strategies and plans that identify and recommend improvements that transform service delivery to ensure long term management of the service is sustainable in terms of meeting legislative obligations, financial constraints, and key performance targets.
11. Maximise the Council's landlord investment in its housing stock by identifying and bidding for external forms of funding wherever possible, ensuring viable deliverability of all funding bids in the first instance and throughout the project lifetime.
12. To ensure the delivery of a professional and effective programme of stock condition surveys to the housing stock of North Northamptonshire Council to support the creation, implementation and ongoing review of an Asset Management Strategy for the Council's housing stock.
13. Lead, motivate and support the Capital Investment, Technical, Cyclical, Adaptations and office teams, setting the direction for the service, creating a culture of empowerment and trust, undertaking line management duties of direct reports, being accountable for the budgets and performance of the service including health and safety and risk management.
14. Produce effective and efficient service user reporting tools and documents that demonstrate and promote the value of the Housing Maintenance and Development. Maintain systems to inform and receive feedback (including complaints) from tenants, members, partners, suppliers, stakeholders and employees; and to evaluate that feedback through the assessment of "lessons learned" in order to ensure continuous improvement in the delivery of the

service. Ensure that customer-focus and best value is promoted as a core value.

15. To ensure that the Capital Investment, Technical, Cyclical, Adaptations and office teams are operating as efficiently as possible. Implement processes to maintain efficiencies, including managing regular reviews of working practices, materials and equipment, taking corrective action where required.
16. To present at internal and external stakeholder meetings as and when required in line with the roles and responsibilities commensurate with the job role.
17. Responsible for the processing of payments and raising of orders for the Capital Investment team through the Council's finance system. Including the monitoring of invoices from sub-contractors and suppliers, ensuring payments are correct and processed within agreed timescales.
18. Responsible for ensuring that staff issued with a Council vehicle within the Capital Investment team adhere to the Council's Vehicle Regulations and all statutory legislation.
19. Responsible for the effective management of Freedom of Information and Subject Access Requests and investigate complaints made in relation to the service, or against members of staff and to work in coordination with the Head of Housing Maintenance and Development to ensure that such complaints are appropriately responded to in a timely manner.
20. To ensure effective and efficient back-office management systems are in place to support the capital investment function.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

If there are any other special features of the job that need to be in the job description, please indicate them here.



**North
Northamptonshire
Council**

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Degree or equivalent experience in social housing maintenance.</p> <p>Housing Health and Safety Rating System (HHSRS) qualification.</p> <p>Willing to undertake training as and when required to cover changes in regulation and legislation.</p>	Management qualification or similar, e.g. CMI, ILM.
Experience and Knowledge	<p>Extensive knowledge and understanding of the Landlord and Tenant Act 1985, the Housing Act 2004 and associated legislation.</p> <p>Extensive Knowledge and understanding of capital property investment and maintenance service delivery including working at a senior level.</p> <p>Significant experience of procuring contracts.</p> <p>Experience of budget monitoring.</p> <p>Strong contract management and project management skills.</p> <p>Significant experience in the use of repairs scheduling IT software systems.</p> <p>Evidence of continual professional development</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Knowledge and experience of how to effect cultural and behavioural change, developing high performing teams.</p> <p>Excellent business and service planning knowledge and experience</p> <p>Demonstrable experience of managing people</p>	
Ability and Skills	<p>Excellent leadership, negotiation and influencing skills, including change management and improvement in service delivery.</p> <p>Ability to work to tight deadlines and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.</p> <p>Innovative approach to problem solving and achieving value for money.</p> <p>Strong performance and financial management skills.</p> <p>Able to produce clear, concise and persuasive written reports and letters on complex issues.</p> <p>Willingness and ability to participate in an out of hours service for Housing Property Services</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Ability and willingness to travel around North Northamptonshire, including at short notice.</p> <p>Spoken and written English fluency required.</p> <p>Excellent presentation skills.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Demonstrate an understanding of the safe working practices that apply to this role and ensure they are implemented where required.	