



**North  
Northamptonshire  
Council**



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## **North Northamptonshire Council Job Description and Person Specification**

### **Head of Repairs and Development.**

<b>Directorate : Adults, Health Partnerships and Housing</b>
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<b>Service Group: Housing</b>
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<b>Reports to: Assistant Director Strategic Housing, Development and Property Services.</b>
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<b>Salary scale: NNC Grade 12 .</b>
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<b>Responsible for: Repairs, and Maintenance, Development , Housing Compliance, Voids, Capital Works, Capital Investment, Asset Management, Building Safety, Repairs Business and Supply Services.</b>
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#### **Purpose of the job**

- To work with the Assistant Director of Strategic Housing, Development and Property Services, to drive and deliver a proactive, dynamic, agile, customer first, high performance, value for money, seamless and inclusive housing repairs and maintenance service and the repair Direct Labour Teams, that have high levels of customer satisfaction, and tenant and leaseholder engagement.. Including responsibility for all housing council owned development, regeneration and acquisitions.
- To ensure all council owned housing and leaseholder stock is safe, secure, well maintained, complying with all building and safety regulations, compliance, health and safety and fire regulations, and that there is a robust plan for property and stock improvements and asset management, including a regular programme of inspections, and the reduction of disrepair claims.

- To lead, oversee and be responsible for the strategic and operational management of the council's housing repairs, maintenance and development services, including all matters relating to reactive/planned repairs and maintenance, stock condition, housing compliance, building safety, fire safety, voids, energy efficiency, capital works/investment, asset management, contract management, repairs business and supply services, repairs service Direct Labour Teams, development, regenerations and acquisitions
- To work in collaboration with housing associations, private developers, private sector owners, builders, voluntary/charity groups, other registered providers and agencies to develop a robust and continuous supply of high quality, affordable, energy efficient homes which meets and can adapt to local needs and priorities.
- To take the lead in developing new council housing including the redevelopment and regeneration of existing housing estates, or the adaptation, remodelling of existing council owned sites where appropriate.
- To manage the council's housing enabling function, and extend and facilitate the delivery of a wide range of affordable housing options to meet local strategic needs and priorities.
- To ensure the council uses all available Housing Revenue Account, General Fund, Capital and Right to Buy recipes to maximise the delivery of new housing, including purchases on the open market.
- To identify suitable housing sites and bring new housing to developments to completion.
- To take the lead in formulating the council's key housing repairs, maintenance policies and development strategy documents, including (not exclusive to) the Repairs Strategy, Asset Management Strategy, Compliance Strategy, Recharge Policy, Disrepair Policy, Fire Management Policy, Development and Acquisitions Policy.
- Focused on positive outcomes for tenants and leaseholders, with emphasis on building safety, health and safety, maintenance, property improvements, asset management and stock condition, tenant engagement, continuous improvement, performance management and delivering best in sector services across housing repairs and maintenance.
- To develop and implement plans and strategies to transform the Council's housing repairs, maintenance and development service, by building effective partnership

working across the council and with external stakeholders to deliver best in sector services.

- Ensuring that the housing repairs, maintenance and development service meets the needs and expectations of tenants and leaseholders, and works to support the council's wider **Place** shaping agenda by creating safe, secure and well maintained, energy efficient and decent homes across North Northamptonshire.
- To ensure compliance with all required legislation, statutory, regulatory and financial requirements, including the submission of all required reports and returns.
- To champion and deliver against the Councils Vision and Values and the **One Team** and **One Council** Ethos. At all times positively and professionally representing the council's interests with external stakeholders, including partners and contractors.

### Key Relationships

- Externally: Wide network of contacts from within the public, private, voluntary and government sectors at national, regional and local levels including stakeholders, grant funded organisations, government departments and external funders.
- Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

### Key Accountabilities

*Accountable for:*

- The management of budgets and delivery of the MTFP within areas of responsibility.
- The management and statutory returns for compliance and central government funding or any future programmes
- The management of the Council's HRA repairs and maintenance budget Revenue c£11.5m, capital c.£8m, Right To Buy receipts c.£9m.
- Strategic leadership and delivery of housing repairs, maintenance and development across North Northamptonshire housing stock.
- Effective management and implementation of significant change, transformation and improvements to the Service as directed by CLT and elected members.
- Any other corporate duties as reasonably required, including but not limited to: briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the Authority.
- The performance, health and safety, and management for council owned housing stock and developments across the area

## **Principal responsibilities**

1. To provide clear and direct leadership, and staff management to the housing repairs and maintenance, compliance, voids, capital works, asset management, development, regeneration, acquisitions, and direct labour teams to ensure safe and well-maintained homes, high performance across teams and identify strategies to deliver continuous improvement.
2. To ensure and be accountable for the successful delivery of all day-to-day functions provided by the service in accordance with legislation, regulatory and statutory requirements, corporate objectives, service plans, performance management systems and approved budgets.
3. To be responsible for leading the management of all employees (permanent, temporary, seconded and agency) within the service and to oversee all aspects of workforce management, including recruitment, development, training, performance and discipline.
4. To be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.
5. To champion the highest standards of behaviour and professionalism across the entire service.
6. To create, motivate and lead well trained, motivated, engaged and high-performing teams, empowering them to deliver exceptional customer service and repairs and maintenance functions, that exceeds resident expectations. Supporting staff and teams to take full responsibility and ownership to deliver excellent services, and to find solutions to prevent service failures.
7. To work to encourage and deliver best practice by horizon scanning and bringing new ideas, new services and business opportunities to enhance the services, business and financial viability of the housing repairs and maintenance service.
8. To assess and react to new statutory requirements and recommend changes to policies and procedures to ensure that the Council achieves its strategic aims and fulfils its statutory obligations.
9. To Identify opportunities to streamline business processes and systems and ensuring that they are being successfully embedded into the service areas and followed.
10. To be responsible for the management of performance for Housing repairs and maintenance through the implementation, monitoring and review of an effective performance

management framework/culture and its reporting both internally and externally to the Council. Ensuring the successful delivery of the targets set for the service within service plans, or otherwise by the Assistant Director of Strategic Housing, Development and Property Services.

11. To develop innovative and imaginative responses to the service delivery challenges facing the council.
12. To undertake research and investigative work as required, including commissioning and managing research projects undertaken by external consultants.
13. To work with partner agencies and strategic, strategic partners, government agencies, , other Registered providers and the voluntary and charitable sector, to enhance the range and services available to tenants and leaseholders.
14. To work with other Heads of Service within the Housing Directorate to lead on the translation of the council's and directorates strategic plans into defined operational plans and service area outcomes.
15. To prepare and present reports and attend committees, boards, panels and other meetings as required by the council, and as designated by the Assistant Director of Strategic Housing, Development and Property Services.
16. To provide professional and technical guidance and advice for all aspects of the functions of the service to the Assistant Director of Strategic Housing, Development and Property Services, Corporate Leadership Team, elected members, staff, other employees and members of the public.
17. To lead on the best use of 'digital' and other technologies and best practice to provide an improved experience for service users, employees, members and partners, and lead on the development, project management and implementation of all associated Housing repairs and maintenance data systems.
18. To lead on Health and Safety, Building Safety and compliance for the services within this area ensuring that all services provided are effectively managed and legally compliant in accordance with relevant legislation. Ensuring that risks are evaluated and managed, within the legal framework and the wider organisational context whilst supporting service outcomes.
19. To lead on Civil Contingencies Matters including Business Continuity planning and emergency incident planning for the services within this area.

20. To achieve performance and financial targets set for operating costs, the Housing Revenue Account (HRA), General Fund, Development bids and funding, repairs capital works programme, and revenue and capital targets across the medium-term financial plan. Ensuring at all times compliance with financial regulations, governance and delegated authorities.
21. To be responsible for ensuring 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.
22. To be responsible for the management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing compliance, operating and project risks to secure the reputation of the council.
23. To ensure compliance with all audit and governance requirements and ensure all actions, recommendations and reports are completed to corporate timelines.
24. To lead on the delivery of projects, interventions, improvements and initiatives and develop strategies, policies in-line with corporate and business plans, and service needs and requirements.
25. To lead and develop the procurement and contract management strategies for housing repairs, maintenance and development 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.
26. To ensure that enquiries, complaints, ombudsman enquiries, judicial reviews, and complex cases are managed and completed to a high and consistent standard, and, in a timely manner including investigating complaints made against members of staff under the management of the post holder, and to work in coordination with the Council's Complaints & Compliments Team.
27. To represent the Council on housing repairs, maintenance, building safety and development issues in local, regional and national forums as required, including the representation of the Council or service on specialist bodies as required by the Assistant Director of Strategic Housing, Development and Property Services.
28. To deputise for the Assistant Director of Strategic Housing, Development and Property Services, in their absence as required.

### **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.

Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements to do your work. It is expected that you will use initiative and develop your own style to achieve the overall purpose.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

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**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure. Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council.

The post holder must be able to:

- Engage with all stakeholders and take responsibility for driving forward and implementing service improvements.
- Create innovation and empower teams.
- Drive and maximise income opportunities and efficiencies within the service.
- Effectively negotiate and influence to achieve the corporate and Service vision.

- Maximise relationships across the team, service and organisational boundaries to achieve desired results.
- Strong management and staff development skills and the ability to create a strong team ethos.
- Keep up to date with new developments within areas of responsibility to enhance personal effectiveness.
- Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority.
- Promote equal opportunities within all aspects of service delivery and employee relations.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential for this post.



## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Degree in a repairs and maintenance, asset management , facilities management, development or related subject or extensive demonstrable experience of senior level management of a repairs, property maintenance, development service</p> <p>Membership of relevant Professional Body/ and or management qualification e.g. RICS, CIOB, IWFM, CMI, ILM</p> <p>Health &amp; Safety Qualifications e.g. NEBOSH, IOSH.</p> <p>Evidence of continuing professional development</p> <p>Driving Licence</p>	<p>Post graduate diploma / Master's degree in an property management/ repairs/ development</p> <p>Management qualification (Minimum NVQ Level 4 or equivalent)</p> <p>Prepared to study for a vocational management qualification or similar</p>
Experience and Knowledge	<p>Expert knowledge of repairs and maintenance, property management, asset management, health and safety, compliance, building safety and associated legislation</p> <p>A proven track record of consistent and demonstrable achievement at a Senior Strategic management level.</p>	<p>Project management skills</p> <p>Experience dealing with the media</p>

Attributes	Essential criteria	Desirable criteria
	<p>A proven track record of achievement either within housing repairs and maintenance, development services or within services with a similar complexity and nature that would give relevant transferrable skills.</p> <p>Demonstrable understanding of principles of service operations management, including service performance management and evaluation of impact.</p> <p>Understanding of procurement, contract management and commissioning regulations and policies.</p> <p>Knowledge of local authority governance and processes for decision making.</p> <p>Demonstrable understanding of Council priorities and strategies relating to housing, repairs and development and the wider place shaping agenda.</p> <p>Demonstrable knowledge of community and housing regeneration and development techniques and experience of how to apply them.</p> <p>Knowledge of local development funding landscape and potential sources of funding, including Section 106 of the Town &amp; Country Planning Act. Use of 141 Right to Buy receipts</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Knowledge of different approaches to tenant consultation, engagement, and participation.</p> <p>Significant experience of leading, developing, managing and motivating a team.</p> <p>Proven performance management experience and oversight of team objectives and service planning.</p> <p>Experience of successfully managing change which has led to service improvements.</p> <p>Proven experience and ability to thrive in a complex environment and demonstrate resilience taking personal responsibility for making things happen and achieving desired results.</p> <p>Experience of being responsible for a budget and ensuring that this is appropriately managed within financial regulations and audit ready.</p> <p>Experience of collecting relevant information to feed into service delivery, design and strategy.</p> <p>Experience of developing and sustaining a culture that meets the needs of and engages with customers and</p>	

Attributes	Essential criteria	Desirable criteria
	<p>staff within a safe, open and high-performing working environment.</p> <p>A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.</p> <p>Excellent Report Writing skills</p> <p>Extensive experience dealing with complex and/or contentious and/or politically sensitive issues</p>	
Ability and Skills	<p>Excellent leadership, negotiation and influencing skills, including change management and significant service delivery improvement.</p> <p>Excellent time management skills, with the ability to plan and deliver objectives with an agreed timeframe and be flexible in work approaches.</p> <p>Demonstrate excellent communication skills level of written and oral communication and IT user skill.</p> <p>Project Management experience .</p> <p>Experience of Dealing with the media</p>	

Attributes	Essential criteria	Desirable criteria
	Ability and willingness to attend evening committee meetings	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role.	