

Job Description

Directorate: Asset Management

Job Title: Head of Capital Works

Service Area: Capital Works

Grade: Band K

Special Conditions:

Regular working outside normal hours to meet service needs.
Contactable out of hours to provide continual cover for the organisation in emergency situations on a rota basis, where necessary.

Role Profile: TE60

DBS Disclosure: Not applicable

Issue Date: October 2020

Responsible to: Assistant Director – Asset Management

Responsible for: Allocated staff within Capital Works, strategic construction partners, contractors and supply chains through contract management and service delivery.

Job Purpose and Role:

The Head of Capital Works will be responsible for the effective and efficient delivery of the HRA capital programme managed by Wolverhampton Homes. The post will provide innovative leadership, managing 3 specific portfolio areas: ensuring that the projects and programmes of work are procured and delivered in terms of cost, quality and performance:

Design and Client Specification: to ensure that all construction projects adopt and follow CDM Regulations 2015. Leading and delivering on Client and Principal Designer roles ensuring all design aspects including: architectural, structural engineering mechanical and electrical engineering, fire safety/compliance and other specialist activities are efficiently and effectively managed.

Commercial Services: to be responsible for the delivery of a capital works quantity surveying and commercial service function on behalf of WH. This to include the preparation of contractual task orders, financial audits, checking and management of interim and final accounts, open book cost management, procurement, supply chain management financial statements, commercial forecasting, financial modelling and cost benefit analysis etc.

Construction Management: deliver a range of multi-disciplined construction projects, estate regeneration and property related improvement schemes of work to both domestic and non-domestic assets managed by Wolverhampton Homes. These Asset Management Programmes to include electrical, gas, mechanical services and other associated statutory building service-related activities and programmes of work.

To maximise and champion the growth of the both the local economy and employment including apprenticeship and training schemes.

To actively promote partnership working across all directorates, contractors, stakeholders and associated external agencies, that brings a coherence to service delivery and a clear and dedicated focus upon customer experience.

To provide strategic direction and leadership, to realise the vision, values and business objectives of Wolverhampton Homes, through both effective operational and performance management.

To review, develop and deliver robust policies and procedures that enhance customer experiences and to deliver safe and secure communities and neighbourhoods.

To act as the 'client' and be responsible for the management of partnerships, contracts and procurement associated with the service area together with subsequent management and monitoring of these services.

Identify, recommend, and lead on the implementation of recognised best practice and innovation in relation to the multi-disciplined activity of capital works.

Manage all performance outputs of the team, make recommendations, and deliver service improvements and innovation.

To work in conjunction with the Assistant Director to plan the objectives of the team, being able to develop and articulate these strategic goals for the business to their teams and others.

To be a member of the Senior Leadership Team contributing and supporting all corporate and divisional targets and aspirations whilst embracing the company vision at all times.

Manage associated budgets and cost centres.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social

trends. Such developments will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
Leadership	<p>Provide effective leadership and efficiently manage all aspects of construction work under the responsibility and control of the Head of Capital Works.</p> <p>Participate in strategic planning, develop plans for strategic change and subsequent recommendations to Senior Management.</p> <p>Authority to make management decisions without referral but may refer high impact or sensitive decisions that have a wider corporate bearing on the organisation.</p> <p>Actively contribute to the development, resourcing and implementation of WH Business Plan and Delivery Plans.</p> <p>Lead on interpreting legislation, compliance and policy, translating into local policy/procedures and roll out across a range of partner agencies.</p> <p>Exhibit confidence inspire respect and trust. Motivate and engage others to perform well.</p>	<p>Educated to degree level in a relevant subject area or willing to work towards this qualification.</p> <p>Chartered Member of Professional Institute i.e. R.I.C.S, C.I.O.B</p> <p>Capable of operating at a senior level, leading and motivating multi - disciplinary teams to provide excellent services.</p> <p>Evidence of successfully completing job related training</p> <p>Evidence of effective stakeholder engagement; political acumen and strategic decision making</p> <p>Evidence of continual improvement and associated levels of performance.</p>	<p>Knowledge and understanding of a wide range of construction legislation and compliance.</p> <p>Demonstrate working in a performance management framework.</p> <p>Knowledge and experience of project management and delivery of multi-disciplined regeneration construction projects.</p> <p>Evidence of developing and planning for strategic change.</p> <p>Evidence of effective stakeholder engagement, political acumen</p>

	<p>Establish and maintain effective work relationships, interacting in an open, honest and non-threatening manner.</p> <p>Provide effective management and leadership that supports and establishes clear aims and objectives.</p> <p>Encourage innovation and creative use of resources.</p> <p>Have relevant project and programming management experience, political and people skills to engage all stakeholders: customers, councillors, members, partners, contractors and staff etc.</p> <p>Share and promote the vision, values and corporate objectives at all times, even if own views differ.</p> <p>Ensures that all safeguarding procedures are always complied with.</p>	<p>Ability and resilience to work under pressure and tight deadlines.</p>	<p>and strategic decision making.</p>
<p>Communication and customer service</p>	<p>To develop and deliver Service Improvement Plans.</p> <p>To lead on complaints, issues raised, review requests, FOI requests, Councillor & MP enquiries to provide relevant information within the agreed timescales.</p> <p>To represent Wolverhampton Homes at meetings in and out of normal working hours.</p> <p>To deliver services which meet the needs of service users, focusing on access points and a coordinated customer journey</p>	<p>Able to communicate, present and negotiate on behalf of WH and credibly represent the business to customers, staff and other stakeholders.</p> <p>Able to deliver customer focussed services that are responsive to their needs.</p> <p>Excellent interpersonal skills enabling others to</p>	<p>Substantial experience of providing clear advice to senior decision makers within a complex public sector organisation.</p> <p>Knowledge of the social housing environment; in terms of tenancy and leaseholders etc.</p>

	<p>with emphasises on long-term, positive outcomes.</p> <p>To develop and ensure positive partnership working, making a positive contribution to initiatives targeted to improve sustainability and prosperity of local communities.</p> <p>Proactively seek customers feedback and involve customer groups where appropriate in order to adapt systems and practices and improve the customer experience and service offer.</p> <p>Ensure consistency of service provision across the area of responsibility.</p> <p>Consistently acts in a professional manner.</p> <p>Communication is effective both written and verbal and is appropriate to the audience.</p> <p>Focuses on internal and external customers equally.</p> <p>Involves tenants, leaseholders and all other customers where appropriate to improve services and acts promptly to all stakeholder enquiries.</p> <p>Uses online methods such as social media and internet to improve customer service.</p> <p>Supporting and promoting digital services within the service areas.</p>	<p>contribute to the best of their ability.</p> <p>Excellent communication skills – written and oral appropriate to a variety of audiences</p> <p>PC and social media literate – ability to use a wide range of software and social media.</p>	
Team working	<p>Establish and maintain effective team relationships that encourage, motivate, engage and inspire the team.</p>	<p>Ability to influence, inspire confidence and establish professional working</p>	<p>Experience of performance management; with a proven track-</p>

	<p>Develop and communicate team plans: consistent with effective performance and established targets.</p> <p>Build and enhance the reputation of WH with the Council and other stakeholders, the community and media.</p> <p>Promote and support all team members to take responsibility for own and team performance</p> <p>Take a collaborative approach and drive cross divisional team working.</p> <p>Ensure Wolverhampton Homes, visions and values are embraced and reflected by all third parties: strategic partners and contractors.</p> <p>Participate in staff development and develop competency and training programmes as required.</p> <p>Responsible for the overall Effective management of approximately 20+ staff including up to 4 direct reports. Including the management of professional specialist construction services provided by third parties in terms of architectural, structural, M+E and geotechnical work etc.</p>	<p>relationships at all levels within the organisation and externally.</p> <p>Motivational skills, confident and flexible.</p> <p>Experience of leading teams and individuals with a range of associated duties and priorities.</p> <p>Evidence of successfully working with other teams or organisations with a common goal or goals.</p>	<p>record of delivering continuous improvement and selecting performance metrics and setting performance targets</p>
<p>Decision making and problem solving</p>	<p>Take responsibility and make decisions both for and on behalf of the leadership team and for the benefit of the organisation.</p> <p>Able to personally think creatively to address complex issues.</p>	<p>Ability to propose, develop and implement effective strategies in pursuit of agreed goals and make clear, informed, appropriate and timely decisions.</p>	<p>Develop and ensuring effective service provision within a fast changing financial and political environment.</p>

	<p>Make logical and sound decisions based on research and gathering facts.</p> <p>Recommend solutions to remedy recurring problems.</p> <p>Continuously look for ways to improve processes/service.</p> <p>Actively looks to eliminate a blame culture.</p> <p>Actively encourages creative thinking in others to maximise potential.</p>	<p>Good influencing, negotiation and interpersonal skills.</p> <p>Able to demonstrate good judgement, and ability to identify priorities and key issues, making decisions to address and resolve these.</p>	
Equality and Diversity	<p>Promote anti-discriminatory practice in ways which are consistent with all professional and legislative frameworks and organisational policy.</p> <p>Deliver major services that take into account the diverse needs of individuals, groups and the wider communities, especially at both pre and post construction stages.</p> <p>Takes appropriate action and practicable steps to eliminate discrimination, promote and support equality at all times and foster good relations amongst employees, strategic partners, contractors and customers.</p> <p>Personal leadership, accountability and understanding to promote the importance of equality and cohesion to WH customers, staff and local communities.</p>	<p>Knowledge of Equality and Diversity.</p> <p>Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p>	<p>Evidence of challenging unacceptable behaviour and subsequent actions where required.</p> <p>Knowledge of Equality and Diversity specific to the field of work.</p>
Health and safety	<p>Ensure that Wolverhampton Homes discharges its legal and statutory duties in connection with</p>	<p>Full understanding of construction related health and safety</p>	<p>Comprehensive knowledge and wider understanding of</p>

	<p>compliance and construction related work activities.</p> <p>Ensure full compliance with Wolverhampton Homes' Health & Safety Policies ensuring best practice at all levels of management and staffing.</p> <p>To be actively involved in Risk Assessment and Method Statements including Health and Safety Management procedures to ensure full compliance with all relevant statutory and legislative requirements.</p>	<p>legislation and regulations.</p> <p>Evidence of an understanding of risk management and business continuity planning.</p> <p>Awareness of the importance of Health and Safety and working in a safe and appropriate manner at all times.</p> <p>SMSTS site management safety training scheme or equivalent.</p>	<p>construction related compliance and safety legislation.</p>
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<p>Financial management</p>	<p>Responsible for the delivery of a capital programme in excess of £30m+ per annum.</p> <p>Develop strategies to ensure all works and services demonstrate VFM (cost/ quality and performance).</p> <p>Produce detailed financial reports; cost benefit analysis; risk and opportunity analyses and options appraisals etc. to inform Annual Contract Reviews.</p> <p>Manage revenue cost centres and budgets.</p> <p>Comply with WH Financial regulations and Standing Orders regarding the placing of orders and the awards of contracts.</p> <p>Comply with public procurement regulations and procedures and the General Data Protection Regulations.</p> <p>To develop management information systems to reinforce budgetary control and provide accurate and reliable forward planning and monitoring of major property maintenance programmes.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p>	<p>Understanding of construction procurement.</p> <p>Experience of 'client role' in large construction contracts.</p> <p>Capable of controlling and managing substantial budgets.</p> <p>Demonstrate commercial acumen.</p> <p>Ensuring that value for money (cost/ quality and performance) can be clearly evidenced and demonstrated in all the following key delivery areas including procurement.</p>	<p>Proven experience of effective financial management including budgetary planning, monitoring and control within tight financial constraints.</p> <p>Understand the role of professional quantity surveying, accounting procedures and construction trading accounts.</p> <p>Experience of open-book cost management, including the use of incentivised working, such as Target Costs, or GMP.</p> <p>Experience of procuring and cost management of large construction projects</p>
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