

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>Head of Stock Investment and Asset Management</b>	<b>Grade:</b>	<b>SMG3</b>
<b>Reports to</b>	<b>Director of Quality and Investment</b>	<b>Grade:</b>	<b>DIR 3</b>
<b>Directorate:</b>	<b>Housing</b>	<b>Section:</b>	<b>Quality and Investment</b>

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#### **Main Purpose of the job:**

To be responsible for and have strategic oversight for all borough wide Capital investment and improvement work to London Borough of Lewisham housing stock and have day to day responsibility for contract management of third-party delivery partners.

To lead numerous teams to deliver a competent client function in accordance with CDM (2015) Regulations for all functions of the capital investment service including:

- To lead the team responsible for the collation and co-ordination of stock data informing future investment and supporting applications for grant funding.
  - Installation of component replacement to provide a minimum of 'Decent Homes' standard in all council homes on a planned basis
  - Installation of retrofit works to reach the Councils ambition of net zero carbon including the requirements under the legislation to be retrofit compliant
  - Project and contract management of major capital projects, such as high-rise refurbishments, including remodelling or buildings and providing additional units
  - Installation of aids and adaptations in all required housing in the borough
  - ensuring customer engagement from inception to completion of all scale capital investment projects.
  - To act as the main contact for repairs with other Housing Teams, elected members and other internal and external stakeholders concerning the delivery of capital investment.
  - To be responsible strategically and operationally for ensuring LBL delivers a high quality, customer focused and value for money service, driving forward operational change and managing performance to ensure continuous improvement on behalf of customers
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#### **Summary of Responsibilities and Personal Duties:**

##### **As a Senior Team Manager, you will:**

1. Responsible for collecting and maintaining stock condition property asset data, including thermal efficiency and to develop programmes of investment in line with the asset management strategy to deliver improvements in the stock. To include the collation and analysis of stock demand/data to inform where investment is required.
2. Develop and produce draft Investment, Planned Cyclical, and Planned Major works programmes and ensure approved programmes are delivered within the timescales, agreed budgets, and quality criteria and compliant with all Health and Safety Legislation.
3. To robustly utilise contract management techniques to effectively manage third party providers delivering a service on behalf of LBL.

4. To be responsible for the customer engagement and relationship management with customers impacted by capital investment, ensuring strategies are developed and implemented to demonstrate true engagement with both tenants and leaseholders.
5. Ensure that works are planned in order to maximise contributions from lease holders including Section 20 consultation.
6. To be responsible for the effective budgetary spend and monitoring of the HRA capital budget.
7. Contribute to shaping and delivering cultural change within the Directorate, and in the Council, exemplifying the behaviours that promote customer focus and service integration.
8. To be responsible for development of strategic and operational plans (both service and financial budgets) policies and strategies for Capital Investment in accordance with Government guidance and legislation.
9. To be responsible for implementation of the CDM (2015) Regulations requirements and appropriate management of relevant parties.
10. To be responsible for giving assurance to the Director and elected members that regulations and legislative requirements are being met in relation and developing a plan for rectification when required.
11. Provide leadership, support, and motivation to staff in the teams reporting to you, ensuring that all staff are recruited, trained, managed, appraised, and developed effectively in accordance with Lewisham policies and procedures.
12. Promote a strong performance management culture which includes an emphasis on financial and budgetary control, and delivery of operational and corporate targets Set Smart targets with colleagues, monitor implementation and ensure early action is taken if performance is falling short of objectives.
13. Ensure that consistent quality management systems are in place and as applicable lead the implementation of third-party accreditation.
14. To lead and create a positive health and safety culture and ensure occupational and resident health and safety are always put first.
15. Identify and implement management reports needed to ensure that the Asset Management and Capital programme service is achieving its targets and financial objectives. Use these reports with staff to ensure objectives are met and to act where necessary. This includes the provision of accurate internal and external benchmarking and performance information to inform organisational service improvement.
16. Embed a customer focused approach to continuous service improvement and respond creatively to the needs and aspirations of residents. Promote and encourage resident involvement, engagement and consultation. Review customer feedback and complaints regularly and use these to improve the service.
17. Support all tendering and procurement matters required ensuring prices submitted are viable and when contracts are awarded, work is carried out within the terms of the tenders submitted. On procurement matters ensure modern contract arrangements are put in place.
18. Ensure that for any works that affect leaseholders the statutory requirements of leaseholder consultation are met, in conjunction with the Homeownership team.

19. Contribute to communications and reports to a range of stakeholders including Board reports and presentations, Senior Management Team, Service Heads and Team Leaders, unions, staff, and residents.
20. Promote genuine equality and diversity in all aspects of staff management and service delivery.
21. Promote and represent Lewisham at all levels through the organisation and to external bodies.
22. Review and embedding all existing or required policies and procedures within the repairs service. Working with other areas of Lewisham where we have multifaceted policies to ensure a cohesive approach.
23. Responsible for customer experience, through swift resolution of complaints, MP and Cllr enquiries and Housing Ombudsman Determinations to mitigate organisational and reputational risk. Including embedding lessons learnt and leading on business improvement within the Quality and Investment directorate and supporting improvements in the wider business.
24. Contribute to the overall management and direction of LBL undertaking corporate projects as directed and ensuring corporate initiatives are successfully implemented.
25. The post has responsibility for the company budgets value of £81 million (in April 2023) and management of a team of minimum 30 colleagues.
26. Undertake any other duties consistent with the purpose of the post.

*If you have a disability and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the role can be adjusted to enable you to meet all the requirements.*

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

### **Person Specification**

This details the main knowledge, skills and abilities required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

<b>Qualification[s]</b>	
Membership of a relevant professional body.	S
<b>Experience</b>	
A minimum of 3 years' experience within an Asset Management and Investment field	S
3 years' experience at the level of a senior role delivering Capital programmes	S

Extensive management experience including people management, budget management, performance management Contract and risk management	S
Experience of leading the tendering and procurement of significant work streams, and work was won and/or purchased on a sustainable basis.	S
Experience of leading significant organisational and cultural change that resulted in a step change in service and financial results.	S
Experience of managing in a strong performance management environment where there were clear, explicit service targets, with evidence of consistently meeting the targets.	
Experience of working within a client/contractor environment.	
<b>Skills &amp; Knowledge</b>	
Evidence of managing significant multi-million-pound programmes of work successfully – on time and budget.	S
Knowledge of relevant legislation and regulatory standards and how to this can impact on service delivery	S
Understanding of local government decision making and governance and experience of working with elected members and boards	
An understanding of partnering contracts and partnering operating within service level agreements, housing repairs legislation and construction health and safety legislation.	
Excellent communication and negotiating skills and ability to shape outcomes through reasoning, negotiation and persuasion.	
Shows evidence of clear analytical thinking, gets to the heart of complex problems and issues; applies own expertise effectively, communicates well in writing	
Demonstrates highly developed leadership skills that inspire and encourage commitment from others and promote a positive and motivated organisational culture.	
Produces workable solutions to a range of problems.	
Works productively in a high-pressure environment.	
Thinks broadly and strategically, focuses on results.	
Handles problems with innovation and creative thinking.	
Demonstrates financial awareness, delivers efficiencies, controls costs, and thinks in terms of added value.	S
Develops and delivers clear and creative strategies to deliver change	

**Disclosure Required?**    Yes                          **Basic**    **x**                          **Enhanced**

Internal Contacts:

Executive Director of Housing, Director of Quality and Investment, Director of Resident Engagement and Services, Director of Housing Strategy, Heads of Service, Middle Managers,

colleagues within team, Management Accountants, HR Business Partner, Council Members, Contractors

External Contacts:

MPs, Residents, Consultants, Contractors

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Number of fully managed staff: Minimum 5**

**Titles**

Asset Manager

Sustainability Manager

3 Stock Investment Managers

**Number of partially managed staff: 18**