

**Manchester City Council
Role Profile**

**Head of Housing Design and Delivery, Grade SS1
Capital Programme Service, Corporate Services Directorate
Reports to: Head of Minor Works**

Role portfolio:

The role will provide effective leadership of the business area; provide coordination, direction and governance to multi-disciplinary professional teams both internal and external; develop key collaborative relationships within the Council, contracting partners, liaising with the supply chain, customers, deliver and manage the housing programmes, act as a focus on the delivery of service plans and to meet organisational priorities.

Key Role Descriptors:

The role holder will fulfil a senior and influential position within the service area and will provide strategic oversight, whilst implementing a fully integrated and multi-disciplinary team approach to the development and delivery of the housing capital investment programme.

The role requires extensive operational experience in a multi-disciplinary professional services environment co-ordinating and delivering a variety of construction projects on time, within budget, to quality and ensuring Social Value and Carbon Reduction targets are met. The role holder will commission and co-ordinate resources both internally and externally in a well-planned and controlled manner, ensuring that requirements and resource levels are sufficient to deliver the programme of works. The role holder will be responsible for the commercial performance of all projects ensuring delivery is in accordance with the contract. The role holder will lead on investment and strategic asset management by the development of a fully costed 30-year plan.

Key Role Accountabilities:

The role will fulfil the following:

- Lead collaboratively on service development working within the service, with contracting partners and with the supply chain.
- Responsible for ensuring risk management systems are fully incorporated into all aspects of the Design and Delivery (D&D) service from feasibility through to completion of projects.
- Lead on D&D performance improvements ensuring operational and best practise guidelines are incorporated and sustained.
- Effectively scrutinise progress of the delivery of the Investment Programme, and, working with contractors and consultants, decide on corrective action to ensure spend and other targets are met.
- Lead in the development and review of the asset management strategy in relation to stock condition and maintenance/improvements, including the oversight of the asset management database.
- Oversee the development of a fully costed 30-year stock investment plan and ensuring seamless implementation.
- Prepare and present detailed reports on the housing programme to senior management, housing board and sub-committees.
- Encourage an ethos of continuous improvement within the team and implement beneficial change strategies including oversight of the Performance Management System.
- Promote and encourage excellence in design and specification of building works, ensuring compliance with current legislation and the use of best practice whilst achieving best value.



- To manage the recruitment of new staff including the commissioning of consultants and specialists to ensure continuous and effective provision of the service.
- Implement and continuously review all operational procedures which have been developed in liaison with our contracting partners to ensure the safe, efficient, and cost-effective service delivery.
- Lead the development and implementation of a sound asset management strategy that is in line with Manchester's low carbon agenda.
- Actively engage with the local community, individually, collectively and through elected representatives to encourage the focus and implementation of sustainable communities.
- Take responsibility for the commercial performance of all projects ensuring delivery is in accordance with the contract. Including the development of commercial strategies and leading on contractual negotiations.
- Provide accurate cost advice, budget estimates, life cycle cost and financial reporting whilst delivering work outputs within targets and timeframe.
- Pro-actively contribute to value management and value engineering studies at project and programme level
- Provide strategic leadership for the business activities and provide direction, support, and guidance for all staff in the technical service.
- Lead accountability for the implementation of service area improvement processes and the proper application of relevant corporate policies.
- Engage with both internal and external customers to understand service area and operating environments and translating those customer requirements and objectives into delivery requirements.
- Personal commitment to continuous self-development and service improvement to ensure best practice methodologies are applied.
- Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Head of Housing D&D – Key Competencies and Technical Requirements

Our Manchester Behaviours

- **We're proud and passionate about Manchester**
- **We take time to listen and understand**
- **We "own it" and we're not afraid to try new things**
- **We work together and trust each other**
- **We show that we value our differences and treat people fairly**

Generic Skills

Communication Skills

- Can effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of services. Ability to harness the full

commitment and responsibility of key stakeholders in delivering the vision of excellence for the city.

- Ability to lead, manage and motivate others through building effective relationships and gaining their full support for achieving outcomes.

Planning and Organising Skills

- Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards.
- Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
- Able to turn strategic ideas into practical, well organised sustainable plans.

Commercial Skills

- Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery.
- Responsible for all project related contractual, commercial and procurement matters.

People Skills

- Effective communicator, management, and motivation of staff within service area, leadership, and planning for the work of a service-based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery.

Technical requirements (Role Specific)

- Higher level qualification (e.g., BSc BEng MSc MEng) in a relevant construction or business management discipline or equivalent demonstrable experience.
- Extensive experience of co-ordinating and leading the delivery of a variety of construction projects (preferably housing based) on time, budget and required quality experience in a multi-disciplinary professional services environment.
- Holds full membership of an appropriate professional body (e.g., MICE, MCIQB, IMechE, MAPM, MICE). Ideally Chartered or working towards.
- Current with industry best practice and thorough knowledge of construction related contracts such as: JCT, NEC3&4, PSPC and the requirements of CDM 2015.
- An understanding of the national policy context for local government specifically in relation to capital programmes, financing, and construction projects of low, medium, and high value.
- Have experience of working on the financial management of complex development programmes. With advanced project and programme management skills.
- Demonstrable design and delivery experience including facility management, aids, and adaptations.
- Knowledge and understanding of some of the key challenges affecting social housing delivery.