

POST TITLE:	Assistant Director – Responsive Repairs
GRADE	17
DIVISION / UNIT	Repairs & Maintenance
DEPARTMENT	Housing
REPORTS TO:	Director of Repairs & Maintenance

PURPOSE OF THE JOB

- Responsible for the statutory obligations under the Social Housing (Regulation) Bill, Fire Safety Act and Building Safety Act. This significant responsibility comes with statutory and competency knowledge placing major responsibility on the post holder and all staff that report into them.
- Strategically deliver and manage all aspects of the Repairs Service as Assigned by the Director of Repairs & Maintenance (Circa Budgets of £50m per annum). This will require reviews of all existing structures and wholesale changes within them to ensure competency, compliance and ongoing development of staff.
- Ensure maximum commercial performance; driving teams to deliver effective and efficient services. Promote continuous departmental development and strive for market excellence in the services offered, driving value for money and high customer satisfaction.
- Responsible for managing the DLO, ensuring that it delivers value for money services that meets the needs of residents.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. Responsible for the statutory and regulatory obligations under the building safety regime/building safety bill 2021, Fire Safety Act 2022 and Social Housing (Regulation) Bill as defined by the role.
2. Ensure compliance with all statutory health and safety requirements relating to the safe operation of buildings, and working practices of staff, such as CDM, H&S at Work, Building Safety Act, Fire Safety Act, etc, also adhering to all Council policies and procedures.

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3. Promoting and driving a focus on customer satisfaction and welfare across the operation that positively impacts our performance and Tenant Satisfaction Measures. Ensure that the division is resident focused and develops and customer charter to provide and monitor excellent customer satisfaction.
4. Initiate, lead, and drive technological improvements that will introduce an operating model which will bring digital and data into the heart of the division.
5. Drive performance across the DLO teams ensuring productivity is in line with the business plan, reducing external supply use and striving to improve upon both efficiency and value for money targets. To manage the repairs and maintenance contractors and all other contracts associated with the delivery of these services delivering excellent customer service and value for money.
6. Analysing options for service provision and evidencing those that are best value; ensuring continuing systems-thinking type approaches, continuous service improvements, including governance and delivery structures, roles and resources; and advising on effective responses to changes in government legislation, policy; Social Housing Act and external funding opportunities.
7. To streamline and enhance the performance in the area and ensure that all areas have robust and up to date policies, procedures, plans, and systems covering all aspects of work and minimising risk.
8. Managing Repairs budget by ensuring robust performance and quality management systems and procedures are in place including budgetary control and financial forecasting. Foster a commercial approach to the Council's assets and ensure value for money principles are applied to services in line with the Council's Values.
9. Work collaboratively with other senior managers to drive a culture of strong matrix leadership, embedding this approach across teams to ensure a strong strategic and operational focus on critical issues around health and safety, equality and diversity, safeguarding, staff well-being and sustainability.
10. To represent the Council in its relationship with commissioned contractors and key partners. Provide support and Advise in the procurement of contracts and services in accordance with Procurement Regulations with the Head of Commercial and contracts management.

11. Act as the principal advisor to the Leader, Cabinet members, the Chief Executive and senior officers on high-level matters relating to the associated risks and ensure full compliance with Social Housing (Regulation) Bill for Southwark's Housing Stock under Repairing Responsibility.
12. Ensuring continuous staff development and opportunities are at the heart of the culture of the business unit and promoting equalities and inclusion across all service provision. Coaching and mentoring of staff, recruiting the right people, identifying training needs and nurturing future talent.
13. Provide leadership, direction to multidisciplinary teams which bring together the skills needed to drive real change at pace to ensure we reach an acceptable standard of our service area and tenant experience. Ensure that the team is focused, motivated and inspired to achieve objectives and create a positive team culture, ensuring others follow the expected ways of working.

JOB CONTEXT

Organisational Objectives

- Southwark employs around 5,000 staff, with a Corporate Management Team lead by the Chief Executive. The Council is committed to maintaining Investors in People accreditation. All senior managers are responsible for managing "People and Performance Management" responsibilities within their areas.
- This role works in a cross cutting and collegiate way across portfolios and departments to be more than the sum of our parts and to deliver more with less. The role will in addition be responsible to the newly created Social Housing Regulator following the Social Housing (Regulation) Act 2023. The Regulator puts residents at the centre and ensures that landlords such as Southwark provide safe, quality homes.
- Holds key responsibility both as a statutory role responsible to the newly created Building Safety Regulator (BSR) after the introduction of the building safety bill 2022. This will ensure that all building safety issues to both the Council's housing stock and through the home improvement agency are set against the Councils 'fair future' agenda with regard to bring the full benefits and opportunities to all Southwark's residents.

Structural Arrangements

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- The post holder formally reports to the Director of Repairs and Maintenance. This post has line management responsibilities.
- This post might be required to cover for the Director of Repairs and Maintenance.

Financial Responsibilities

- Strategically deliver and manage all aspects of the Repairs Service as Assigned by the Director of Repairs & Maintenance (Circa Budgets of £50m per annum).
- To be responsible for managing income and expenditure budgets associated with the service area in line with the council's financial governance.

Contacts

- The role will have regular contact with leading Council Members, Chief Officers and other senior managers across the Council giving advice, challenging perceptions around the delivery of services and promoting new ways of working.
- The post holder will represent the Council with external contractors, partners, and other organisations; input has a significant impact on the use Council resources and the ability to deliver positive outcomes for the residents of Southwark.

Grade/Conditions of Service

- The grade of the post has been set at JNC Grade 17 using the Council's local grading scheme.

The employment is subject to a probationary period of twenty-six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
Knowledge, including educational qualifications:		
The post holder should be qualified to degree level and/or have equivalent work experience.	E	I
A recognised construction-related qualification to at least degree level.	E	S
An in-depth and practical understanding of existing and pending legislation (particularly relevant to the Building Safety Bill), issues and financial challenges facing local government, and specifically issues relating to the service area.	E	S
Full membership of the Royal Institute of British Architects (RIBA), the Royal Institution of Chartered Surveyors (RICS), the Chartered Institute of Housing (CIH), or a similar professional body, or a willingness to work towards this.	E	S
Extensive, comprehensive knowledge and understanding of functional management and best practice relating to its application in a large diverse organisation.	E	I
An in-depth understanding of management and leadership concepts, practices and principles gained through experience of leadership at a senior level, including knowledge of organisational design principles.	E	I
Experience:		
A proven leader of senior staff in a challenging strategic, political environment facing	E	I
A proven track record of influencing key strategic stakeholders and decision-makers	E	I
Experience of strategic planning and decision making at a local and regional level.	E	I
Experience of implementing large scale, complex modernisation programmes which impact the organisation.	E	S
Experience of consultation with a diverse local community, analysing their views and needs to achieve an accepted positive outcome.	E	I
An extensive track record of building project and programme management.	E	I
Aptitudes, Skills & Competencies:		

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Exceptional verbal and non-verbal communication skills with the ability to communicate with and influence a wide range of stake holders at all levels both internally and externally	E	I
Proven leadership skills - ability to lead and motivate groups and individuals, allocating and delegating work effectively with a high level of interpersonal skills, able to persuade, negotiate and influence	E	I
Special Conditions of Recruitment:		
Comply with and promote the Council's Equal opportunities policy		

Key: E Essential

S Shortlisting criteria
I Evaluated at interview
T Subject to test