

# Job Description

**For HR  
use only**

Vacancy Ref: 0585

<b>Service</b>	Environment, Housing and Leisure
<b>Service Area and Team</b>	Housing, Property and Construction – Asset, Intelligence and Logistics
<b>Post Title</b>	Programme Delivery Manager
<b>Grade</b>	Grade 11 – SMT Specialist Level 1
<b>Reports to</b>	Asset, Intelligence and Logistics Manager
<b>Responsible for</b> (employees or equivalent)	<ul style="list-style-type: none"><li>• 4no Repair Co-ordinators</li><li>• 1no Construction Project Administrator</li><li>• 4no Project Managers</li></ul>

## Job Purpose

To manage several small to medium teams, this may include some specialist posts or teams. Will have a small to medium number of direct reports.

Ensure regular two-way communication and engagement with teams

Contributes to service plans and is part of the wider Management Team

To take responsibility for the Health and Wellbeing of the team.

To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility

Ensure self and team have the highest regard for customer service, whilst effectively managing the demand for services.

Actively engage with tenants and elected Members through the Service Development Groups and various Member Enquiries.

To use appropriate communication methods to deliver corporate messages

To fulfil responsibilities as a corporate parent



North Tyneside Council

To account for a large budget or responsible for small to medium budget.

Uses knowledge and expertise in own field to determine solutions to problems within own service area, as well as the wider Housing, Property & Construction team

Contribute to the development of longer-term plans and projects.

Schedule and allocate work for the team(s) on a medium to long term basis

Plan events and/or projects over the medium to long term

To be responsible for the training, support and development the teams.

To be responsible for the overall performance of the teams and all associated Human Resource related matters.

To ensure that the team's work location meets general health and safety standards and is always presentable and to ensure the team are aware of health and safety responsibilities.

To take a proactive approach to self-development and keep an up to date working knowledge of best practice associated with the area of work.

To embrace opportunities for change and to encourage new ways of working including the use of technology

Plays a lead role in service specific plans and in managing the resulting actions.

To interact with others to develop, influence or change behaviour to ensure that all reports are working to the Council's values and expected competency levels

### **Job Content**

Lead a multidisciplinary team to manage and deliver large construction and development activity (including highways) across the service including all modernisation, refurbishment, new build construction and repair and maintenance activity.

Support on development of our Housing Asset Management Strategies in relation to the delivery, budget and scope of works across all projects.

Fill the role of "expert client", with regards to CDM 2015, providing the operational delivery teams with instruction, support and guidance



To have a sound working knowledge of a wide range of construction and development activity (including highways) from Investment, Modernisation and refurbishment through to repairs to both Housing properties and Non-housing buildings.

Support on the preparation and delivery of a range of projects that make up the Investment plan from inception through to completion.

Implement knowledge and experience of different forms of contract and type of tender pricing documentation across construction, refurbishment and development activity to ensure effective procurement and contract management is adopted across all projects.

Lead on the development of policy and procedures in carrying out the diverse range of maintenance and repair work completed across our stock taking into consideration budget impacts and all statutory and legislative requirements.

Over see a range of Quality Assurance activity across the repairs and investment services to ensure high levels of performance along with VFM are achieved.

Lead on the management of Disrepairs and Homes Fit for Human Habitation regulations 2018.

#### **Climate Change Values and Behaviours**

- We encourage innovation and the generation of new ideas in the way we do things, including increasing the environmental sustainability of our services

#### **Special Requirements of Post**

Working Conditions e.g. working outdoors	A mix of office-based work along with attendance on a variety of construction sites
Working Arrangements e.g. evenings, weekends, shifts	Flexible working arrangements with occasional evening meeting attendance.
Physical Requirements e.g. driving, lifting, working in constrained positions	Ability to travel across the borough  Ability to access various locations of a traditional construction site including roof access via a range of access equipment, eg scaffold.
DBS and Safeguarding Checks required	A DBS check should not be required, however it could be advisable to allow services to be delivered more flexibly across the team and allow complaints and inspections to be carried out



	across some of our other public building assets that includes schools, libraries, etc.
Responsibility for Safeguarding or extent of contact with children, young people and/or adults at risk of harm.	No
Politically Restricted?	No



# Person Specification

Job Criteria			
Factor	Essential	Desirable	Assessment method
Knowledge	<p>Understanding of refurbishment and modernisation of social housing dwellings</p> <p>Wider understanding of construction and commercial and procurement markets across the industry</p> <p>Ability to manage and monitor performance effectively and set clear objectives.</p> <p>Good practical experience of cost management and monitoring across a range of construction projects</p> <p>Ability to solve problems using relevant principles and experience.</p> <p>Ability to lead multi disciplinary teams</p> <p>Ability to influence, develop and motivate, and to successfully change behaviour.</p>	<p>Ability to think strategically and analyse financial and other complex issues.</p> <p>Ability to work across boundaries.</p> <p>Knowledge and understanding of a range of construction contracts and contracting arrangements including NEC3</p> <p>Knowledge and ability to achieve the Authorities competency requirements to Level 3.</p> <p>Knowledge and understanding of the Homes Fit for Human Habitation Act 2018 and The Landlord &amp; Tenant Act 1985.</p>	



Qualifications and Training including Professional Registrations required	<p>Relevant academic/ Professional qualification</p> <p>Relevant experience (Minimum 3 years)</p>	<p>Appropriate Management qualification.</p> <p>NEC3 form of contract</p> <p>NEPO</p> <p>Building Regulations</p> <p>NVQ Level 4 (Procurement and Supply)</p> <p>Recognised project management qualification such as PRINCE 2 or Equivalent.</p>	
Skills & Experience	<p>Related knowledge gained through experience within this organisation and/ or experience gained outside this organisation.</p> <p>Knowledge of underlying principles within the relevant field.</p> <p>Experience of managing budgets and people</p>	<p>Able to demonstrate a track record of successfully developing and maintaining effective partnership working both internally and externally.</p> <p>Evidence of a clear understanding of the legal, financial and political workings of local government and the broader housing world and the current housing issues.</p>	



Special requirements		
Factor	Essential	Assessment method
Occupational requirements under the Equality Act 2010 e.g. age, sex, religion		

**Please note if you intend to use your own vehicle (or non-council vehicle) for business mileage you must hold the relevant driver's licence, MOT and insurance documentation.**

