

**Job Title: General Manager - Asset Programme Delivery**

**Grade: 14**

**Job Family: Technical**

**Responsible to: Service Manager**

**Responsible for: Operational Teams within the Service Area**

**Evaluated by Grading Panel:**

**Version: 2**

## PURPOSE

As a proactive General Manager the post holder will support the Service Manager with the strategic, operational and financial targets as detailed in short, medium and long-term asset strategies.

A key component of the role will be to develop a culture of high performance within teams (high challenge/high support) and continuous improvement in line with agreed Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Councils' key objectives to deliver a customer focused service.

The General Manager (GM) - Asset Programme Delivery will oversee operational delivery relating to all planned capital and revenue programmes; therein developing processes to achieve delivery on time, to quality and to budget. The GM will implement processes to ensure continued improvement and service excellence in all aspects the delivery and planning of related functions.

## ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities:

- › Forward plan annual capital and revenue programmes to ensure continuity of work over 5-year increments
- › Organise resources to ensure adequate provision for all project stages from survey, design, planning, delivery and post project review
- › Ensure programmes/plans meet Health and Safety compliance and in particular CDM 2015 (Client duties)
- › Set out baseline programmes for each project with summary information to inform performance reporting

- › Oversee Pre commencement customer and wider stakeholder consultation
- › Establish monthly performance reporting – operational
- › Establish monthly period reporting – financial
- › Valuation of works and costs forecasting (in conjunction with the Senior QS)
- › Establish project specific Customer satisfaction reporting
- › Provide professional specialist and technical advice in relation to specific area of responsibility and expertise, to deliver effective business solutions.
- › Assist the Service Manager in developing schemes of work; Scope and specifications, preparation of tender documentation, evaluation, award and mobilisation
- › Lead and line manage a team consisting team leaders, technical officers and front line operational staff
- › Forward plan, co-ordinate and deploy resources and workload appropriately to meet service and business demands.
- › Work collaboratively with Service Managers and other General Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare detailed, clearly written reports on key issues. When required present verbal reports to the Senior Leadership Team and/or Board.
- › Participate in organisation wide service reviews and service planning acting as a lead sponsor as required and ensuring reviews are delivered through to conclusion and any arising recommendations are implemented as appropriate.
- › Provide vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- › Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- › Contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Provide leadership and direction to the organisation by acting as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Deputise for the Service Manager as required.

## DECISION MAKING

- › Establish an optimal planning approach to the delivery of the asset delivery programme
- › Respond to all operational issues, including financial and performance, dealing with any high-level complaints and investigations, including staffing issues and resources, health and safety concerns, procurement, and supply chain.
- › Contract award and consideration to value for money
- › Establish early warning protocols to notify of programme delays, financial and operational impacts
- › Escalate where needed issues pertaining to risk, media or political attention
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › Play a key role in the annual budget setting process for your service area and manage budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Take individual responsibility for the overall quality, cost effectiveness and value for money of your business/service area(s).
- › Benchmark the performance of your business/service area and set 'smart' targets which bring about improvement within a Value for Money framework.
- › Contribute to developing new products and services which contribute to the financial viability and sustainability of the organisation.

## LEGAL, RISK AND COMPLIANCE

- › Ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate. Carry out investigations, interrogate records, assimilate data, prepare reports, coordinate witnesses and provide witness statements as appropriate and attend the Courts as necessary.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures
- › In relation to safeguarding ensure the team is appropriately trained and follows guidance on the recoding and reporting of concerns in line with the KNH Safeguarding Policy.
- › Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

## CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.

- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you and your business/service area comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Influence, challenge and develop innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Service Manager**.

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

# PERSON SPECIFICATION

**Post Title:** Asset programme delivery manager

**Grade:** 14

## RELEVANT EXPERIENCE

**Key:** A/F = Application Form, I = Interview, P = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	P
<b><u>Education/Qualifications</u></b>				
Degree level qualification	E	X		
CIOB or equivalent recognised qualified	E	X		
Management qualification	D	X		
<b>For role specific qualifications required, please see attached summary sheet.</b>				
<b><u>Experience</u></b>				
› Experience of successfully delivering multi-faceted residential investment programmes to affordable housing or in the public/private sectors	E	X	X	X
› Demonstrable experience of the built environment, knowledge of both traditional and non-traditional construction and a comprehensive knowledge of typical housing archetypes	E	X	X	X
› Proven experience and ability to understand the importance of budgetary control and proactively manage budgets and project costs	E	X	X	X
› Excellent leadership skills and the ability to positively influence and guide delivery teams	E	X	X	
› Excellent contract management skills and a comprehensive understanding of various forms of contract	D	X	X	

<ul style="list-style-type: none"> <li>› Current and comprehensive knowledge of CDM 2015 and related statutory duties</li> </ul>	E	X	X	X
<ul style="list-style-type: none"> <li>› Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external</li> </ul>	E	X	X	X
<ul style="list-style-type: none"> <li>› Demonstrate a proven track record of delivering targets and goals within operational plans</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› Skill and ability to work with partner organisation to achieve common goals</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› Previous experience of data input and maintenance of databases and/or Contact Management Systems</li> </ul>	D	X	X	
<ul style="list-style-type: none"> <li>› Literacy and numeracy to a standard required to maintain accurate records and write high quality reports, discussion papers and communications</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› A good level of computer literacy to interrogate various software packages</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› Able to work flexibly and be responsive to change in order to improve performance</li> </ul>	E	X	X	
<ul style="list-style-type: none"> <li>› Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results</li> </ul>	E	X	X	
<b><u>KNH BEHAVIOURS</u></b>				
<b>Progressive</b> <ul style="list-style-type: none"> <li>› Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working</li> </ul>	E	X	X	
<b>Engaged</b> <ul style="list-style-type: none"> <li>› Able to demonstrate that they are passionate about their work and what KNH is trying to</li> </ul>	E	X	X	

achieve				
<b>Respectful</b>	E			
› Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.		X	X	
<b>Customer Focused</b>	E			
› Able to demonstrate delivery of excellent customer service within a customer focused environment		X	X	
<b>Honest</b>	E			
› Proven track record of being transparent and open		X	X	

<b><u>Other Requirements</u></b>				
› Ability to travel around the borough	E	X		
› Willingness to undertake training courses relevant to the post	E	X	X	
› Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**

