HS1000000071

Post Title: Site Manager
Grade: H

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

This post will be responsible for the effective management of works and colleagues to complete repair, maintenance and improvement works to customer homes and property assets to ensure NCC meets its landlord, statutory and regulatory responsibilities.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership**: by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.

- **Equality Diversity & Inclusion**: by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.

- **Change & Innovation**: by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.

- **Collaboration**: by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.

2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

3. Oversee day to day activities to ensure work activities are sensitive to customers' needs and are delivered to budget, agreed specifications of works, quality standards and timescales.

4. Demonstrate effective works delivery and resource management with the support of the project manager and report against allocated programmes of work and activities at agreed frequency and format including details of any corrective actions required and examples of positive practice to share with others.

5. Supervise trade colleagues and subcontractors as allocated, ensuring works are well managed and of a high quality.

6. Hold 'check-ins' at agreed durations with relevant trade colleagues and record information within the NCC Oracle system.

7. Ensure ongoing compliance with all relevant organisational policies, procedures, process, and compliance requirements. Obtain appropriate certification when required and take corrective action where issues identified.

8. Support the Project Manager and Works Manager in ensuring NCC employer H&S responsibilities are met where works being carried out and appropriate quality assurance in place to demonstrate compliance.

9. Responsible for managing materials, plant and tools solutions to maintain the delivery of work activities.

10. Responsible for management and updating of IT systems to demonstrate all quality, cost and assurance activities.

11. Responsible for creating, developing and maintaining positive relationships with customers, internal and external partners.

12. Responsibility for contributing to team and service success measures.

13. Ongoing maintenance of any professional qualifications, memberships or licences to ensure you can carry out required and partake in any training as determined by the employer.

14. Undertaking of other duties which are broadly consistent with the job description and level of the post.

15. Flexible and agile working (by agreement) to cover the service 24 hours per day and 7 days a week where required.

Numbers and grades of any staff supervised by the post holder:

Up to 12 No. Trade Colleagues – Grade NCC Scale A-H

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has

been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use

it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Head of Service Planned &Investment Works

Date: July 2024

Nottingham City Council | Housing Services

Job title: Site Manager

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	Experience managing multiple works/projects across different locations and trade-based teams to achieve and deliver agreed outcomes within programme and budget.	✓	✓	
	An understanding of the social housing environment including the decent homes standard, consumer standards and tenant satisfaction measures.	✓	✓	
	Experience of scheduling works, working to schedule of rates/targets and application of standard minute values.	✓	✓	
	Experience of working with tenanted property with people who may have complex and or multiple physical and mental wellbeing issues.	✓	✓	
	Experience of understanding working with performance and cost reporting and related data	✓	✓	
	Actively promote and work with colleagues to improve TSM (Tenant Satisfaction Measures).	✓	✓	
	Good understanding of the statutory and regulatory procedures and performance requirements in the delivery of repair, maintenance and improvement works within individual homes and designated works including CDM, Building Regulations, Health & Safety, and relevant regulatory requirements.	✓	✓	

	Capable of producing, reviewing, and working to Risk Assessments and Safe Methods of Working relevant to the activities/works being undertaken.	✓	✓	
	Competent in the use of a range of IT applications such as Excel, Word, Project and Outlook, NEC other housing software applications as required.	✓	✓	
	Lead by example, inspire others to deliver objectives/shared goals. Communicate sensitive or unpopular messages/information to staff and customers.	✓	✓	
	Be self-motivated, open, honest, and respectful to staff and customers. Value the expertise and ideas/opinions of others.	✓	✓	
	Promote innovation and seek continuous challenge and improvement.	✓	✓	
Qualification requirement	Current SMSTS Site Management Safety Training Scheme course or SSSTS with ability to progress to SMSTS.	✓	✓	✓
	Relevant CSCS Card	✓	✓	✓
	First Aid Certificate	✓	✓	✓
	Must hold a Driving licence with access to a vehicle	✓	✓	✓

A - Application	**AC – Assessment Centre**	**D – Documentary**