SLMG10000281

Post Title: Assistant Director Maintenance
Grade: SLMG 2

Job Purpose – Vision & Strategy

To create and drive the vision for the Nottingham City Council Housing Service (NCCHS) Maintenance Service Area, the Council and our city, placing 'Citizens at the Heart' of all we do. To actively and effectively promote the Council's vision, values, aims, objectives and priorities to partners, national and local stakeholders, employees and Nottingham's citizens.

A key success measure in this role will be to provide direction to the NCCHS Maintenance Service Area and translate this into clear goals and objectives to deliver outcomes that make a positive difference to the Maintenance Service Area, putting into practice the policy decisions of executive councillors and ensuring there is clear alignment in all plans. To work effectively in collaboration with the Strategic Director for Housing, the NCCHS Leadership Team, Councillors, colleagues and partners to support the creation of the right conditions for high performing services, and corporate ambitions for Nottingham to be a world-class city.

To be accountable for delivering on our promises and to take a lead role in robust decision making through the promotion of good governance and effective options appraisals that balance financial risk and organisational ambitions and promises.

To advise the lead officer in matters relating to the NCCHS Maintenance Service Area, namely: Responsive Repairs, Planned Services, Planned and Improvements, Mechanical and Electrical Works, Voids, Fleet, Facilities and Logistics, Quality Assurance and Complaints Resolution, and to support the creation of homes and places where people want to live.

Strategic Leadership Expectations

Leading People

1. Communicate a clear vision and purpose to inspire others.
2. Role model visible leadership through engaging and empowering all colleagues.
3. Plan for the future capability and capacity needs of the organisation and workforce.
4. Empower others to make decisions and ensure decisions are taking place at the appropriate level of the organisation.
5. Drive a high performing culture, utilising challenge and feedback techniques to drive accountability with colleagues and councillors.

Change and Innovation

1. Lead and drive change in a political and challenging public finances context.

2. Champion innovation by being open minded to new and radical ways to deliver our services and taking appropriate risks.

3. Create robust project management approaches maximising people and financial resources to deliver positive outcomes.

4. Where ambiguity exists; provide purpose and clarity of leadership, responding at pace to re-prioritise objectives in line with the organisation's changing needs.

5. Cultivate a culture of continuous improvement by encouraging colleagues to share ideas, and provides leadership to recognise and reward innovation.

Collaboration

1. Work collaboratively across Nottingham City Council (NCC) to achieve the best outcomes for the citizens of Nottingham.

2. Actively work to break down silos by working across boundaries to deliver benefits to the citizens of Nottingham.

3. Role model collaborative working in all that you do, working in partnership with Councillors, citizens and the local community to achieve the best outcomes for Nottingham's people.

4. Use foresight to interpret and communicate the needs of Councillors and Strategic Partners and to create opportunities for collaboration.

5. Align the organisation's context and interests when negotiating and aligning resources to deliver services.

Equality, Diversity and Inclusion

1. Understand and promote equality, diversity and inclusion at every level and positively challenge inclusion measures within the workforce and in the delivery of services.

2. Bring to life fully inclusive services, demonstrating awareness of the diverse needs of our citizens.

3. Show commitment to attract, recruit and retain an inclusive workforce that represents our citizens and city.

4. Create the conditions to release the full potential of all colleagues ensuring fairness, diversity and inclusion in leadership practices.

5. Lead and champion a culture of inclusivity within the organisation where voices are respected, valued and heard.

Specific Duties

1. To provide strategic leadership, direction and management to NCCHS Maintenance Service Area, including the following services
    a. Responsive Repairs
    b. Voids
    c. Planned Services
    d. Maintenance Operations, including Quality Assurance & Complaints Resolution and Fleet, Facilities and Logistics functions
    e. Mechanical and Electrical Works
    f. Planned and Improvements Works

2. Provide bold, brave and clear leadership to the Service Area workforce enabling their development while fostering a performance and accountability culture, ensuring key successes are celebrated and under-performance is tackled.

3. Act as a principal advisor to the Council on strategy, policy options and the forward planning of objectives, services and resources to deliver the Council's ambitions for the city and the development of the NCCHS Maintenance Service Area.

4. Lead the delivery of innovative NCCHS Maintenance services, aligned to clear objectives that are supported by key decision-making, governance and performance management arrangements to deliver our priorities.

5. To lead the NCCHS Maintenance Service Area response to the Council's Recovery & Improvement Plan and to ensure the Service Area is geared up for regulatory inspections.

6. Work with Councillors, the Lead Portfolio Holder and the Leadership to understand and interpret their vision, policy and direction for the Council, and NCCHS Maintenance. Ensuring a strong working relationship is developed with Councillors and displaying the skills to interpret their policy and direction into action whilst giving strong, honest and professional advice, speaking truth to power.

7. Explore new partnership and commissioning opportunities and inclusive innovative delivery models within the NCCHS Maintenance Service Area and across the Council to deliver high-quality services to citizens in a locality-based way.

8. To take strategic leadership accountability for the delivery of the priorities of NCCHS Maintenance Service Area and work in partnership with other organisations to deliver better outcomes, balancing individual and community risks with the effective use of resources.

9. Contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities within your leadership role and championing this work through NCCHS Maintenance' Services.

10. Actively promote and ensure good financial management and assist in maintaining financial sustainability within the Council by practising and embedding the Council Financial Accountabilities Framework and Financial Regulations.

11. To be a principal contributor to the formulation and implementation of an integrated strategic approach in the delivery of projects, programs and contracts assigned to the post-holder, in accordance with all guidance, acts and regulations, and putting tenants at the heart of everything we do.

12. Ensure all stock owned or managed by NCCHS meets or exceeds tenant expectations and legislative standards for occupation.

13. Work in partnership with other service areas across the council and other stakeholders to acquire and develop properties to meet identified housing needs.

14. Actively seek funding and win new commercial opportunities, developing organisational capability to deliver insourced work, new-build and capital projects.

15. Ensure the efficient operation, maintenance, and replacement of the association's vehicle fleet, and oversee logistics for the distribution of materials and resources to support maintenance and repair operations.

16. Develop and implement strategies to improve the efficiency and effectiveness of responsive repair services.

17. Develop and oversee planned maintenance schedules, ensuring timely delivery of services.

18. Oversee the process of managing void properties ensuring they are turned around quickly and meet quality standards. Implement and maintain quality assurance processes for void works, ensuring that properties are safe, clean, and in good repair.

19. Oversee the handling of maintenance-related complaints, ensuring timely and effective resolution and ensure root cause analysis and corrective actions on recurring issues raised.

20. Oversee workforce planning and the development of skills across the service area, building on our apprentice programme, and developing and nurturing a diverse workforce to meet the present and future challenges of the sector.

21. Ensure that the corporate approach to managing risk and health and safety is implemented consistently across the service area, to improve, protect and maintain the health and wellbeing of tenants, residents and colleagues.

22. Deliver effective management of budgets across the service area, ensuring resources are well-managed, targeted, and delivering value for money.

23. Oversee the management and integrity of Housing Solutions-related data and provide regular reports and analysis on rent collection performance, arrears trends, and the financial health of the housing portfolio.

24. To fully participate as a member of the NCCHS’s senior management team and to give priority to implementation of the Service Delivery Plan.

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Nottingham City Council

Person Specification: Assistant Director - Maintenance

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT			
		P	A	AC	D
Vision, Strategy and Delivery	Experience as a senior leader in a large and complex organisation with comparable scope, responsibilities, budget and resources.			X	
	Evidence of a successful track-record of creating compelling visions and successfully translating clear goals and objectives to deliver outcomes that make a positive difference.			X	
	Evidence of successful involvement in building the corporate reputation of a large, multi-disciplined organisation and inspiring people to deliver sustainable improvement.			X	
	Evidence of implementing innovative and progressive performance frameworks that drive accountability, balance risk and respect good governance and ensuring understanding at all levels.			X	
	Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.		X	X	
	Demonstrate an understanding of the current issues and challenges facing local government the social housing sector in general and Nottingham City Council in particular.		X	X	
Leading People	Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.		X	X	
	Evidence of empowering others to take decisions and follow through confident actions, through strong and visible leadership.			X	
	Evidence of successful strategies in managing your own personal resilience and wellbeing at a leadership level and promoting positive leadership practice.			X	
	Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.			X	
	Evidence of leading major change programmes in a large diverse organisation, bringing others on the journey with you.		X	X	

Change and Innovation	Evidence of success for creating innovative service delivery models that continue to provide high quality services within a smaller financial scope.			**X**	
	Evidence of implementing rigorous project management approaches to ensure the best use or resources.			**X**	
	Evidence of leading large operational services and needing to re-focus service priorities at pace following changes outside of the organisation's control.		**X**	**X**	
	Evidence of nurturing successful cultures of continuous improvement where people feel included and involved in future directional priorities.		**X**	**X**	
Collaboration	Evidence of achieving successful partnership working variety of communities, partner organisations, private sector providers, Government, public agencies and statutory authorities.			**X**	
	Evidence of successfully promoting the interests of an organisation and engaging partners in strategic and service delivery.			**X**	
	Evidence of operating effectively and openly within the democratic process with the political acumen and skills to develop productive working relationships with Councillors that commands respect, trust and confidence.		**X**	**X**	
Equality, Diversity and Inclusion	Demonstrating a strategic understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to develop inclusive services within strategic partnerships.		**X**	**X**	
	Demonstrating a thorough understanding of equality, diversity and inclusion challenges posed by providing quality public services in our multi-cultural city.			**X**	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			**X**	
	Evidence of leading people and services to recognise, respect and value individual needs to achieve a culture of inclusivity.			**X**	
Qualifications and CPD	The postholder will require either: • A Level 5 housing qualification, CIH qualification, or equivalent recognised housing management qualification; or • A commitment to undertake and successfully complete an approved housing management qualification in line with the requirements of the Housing Professionalisation agenda and Competence and Conduct Standard.		**X**	**X**	**X**

P- Pre-Application	**A - Application**	**AC – Assessment Centre**	**D - Documentary Evidence**