

Post Title: Head of Mechanical and Electrical
Grade: SLMG 5**Job Purpose**

To develop strategy and vision within the service, 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 service leadership and translate this into clear goals and objectives to deliver outcomes that make a positive difference to people's lives, supporting the practical alignment of policy decisions of executive councillors and ensuring there is clear alignment in all plans. To work collaboratively under the direction of Assistant Director of Property Services with the Leadership Team, Councillors, Colleagues and Partners to support the creation of the right conditions for high performing services, and support our 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.

Lead, develop and promote the heating and electrical service across the Nottingham City Council Housing Services (NCCHS) by providing strategic and operational direction to local in house teams working with tenants and other key stakeholders to make our communities a great place to live and work.

Service Leadership Expectations**Leading People**

1. Translate a clear vision and purpose by inspiring and motivating others and ensure citizens are at the heart of everything we do.
2. Role model visible leadership through living and breathing our values and balancing performance, resilience and wellbeing.
3. Develop workforce plans to ensure services have robust plans for the future capability and capacity needs.
4. Empower others to make appropriate decisions.
5. Builds and supports high performing teams and services through effective support, challenge and feedback.

Change and Innovation

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

2. Explore innovative approaches to deliver services, managing risks and actively being curious of market analysis and benchmarking.
3. Use robust project management principles to organise people and finances, delivering positive outcomes that are on time and within budget.
4. Design and deliver resilient services, responding at pace to re-prioritise objectives in line with the organisation's changing needs.
5. Lead change across services and drive a culture of continuous improvement by encouraging colleagues to share ideas.

Collaboration

1. Work collaboratively across the Council to achieve the best outcomes for the citizens of Nottingham.
2. Lead a culture of collaboration by working across boundaries to break down silos to deliver benefits to the citizens of Nottingham.
3. Proactively harness, develop and seek-out effective relationships to foster the collaborative culture, creating efficiencies and joined-up services to achieve the best outcomes for Nottingham's people.
4. Takes account of the council's priorities when negotiating and aligning resources to deliver services.

Equality, Diversity and Inclusion

1. Actively promote equality, diversity and inclusion through all actions, and positively challenge inclusion measures within the workforce and in the delivery of services.
2. Design and deliver 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. Develop and support to release the full potential of all colleagues ensuring fairness, diversity and inclusion in all service leadership practices.
5. Recognise and respect a culture of inclusivity within the organisation where voices are respected, valued and heard.

Specific Duties

1. To provide strategic and service leadership within the Housing Division. Specifically ensuring high levels of performance within and across Property services to enable and support forward thinking and innovative frontline service delivery across the Council and with partners.
2. To be a key member of the NCCHS Leadership Team, establishing effective relationships across Housing services, throughout the Council, with (e.g. xx

board/partners) to achieve strategic and service leadership and impact through matrix management as well as direct delivery.

3. To lead innovation in the delivery of services, managing resources in the most effective way and ensuring service delivery is aligned to Strategic Plans, with clear objectives that are managed through relevant performance arrangements with appropriate governance.
4. To ensure the council's equality, diversity and inclusion strategy and associated action plans are embedded within service delivery.
5. 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.

Key responsibilities:

- Lead on Heating and Electrical repairs, maintenance and response service on a 24/7 basis for emergency work including standby.
- Lead responsibility for 100% compliance with Gas safety certification.
- Leads on expenditure of the Heating and Electrical budget.
- Lead the Heating and Electrical service to ensure it delivers in line with the NCC/NCCHS Repairs Management Agreement 2014 -2021 KPI's meeting the core objectives.
- Deliver excellent Heating and Electrical service using expert knowledge to meet corporate objective.
- Responsibility to ensure all Heating and Electrical works carried out by the in-house team are in compliance with all current and relevant legislative including Gas Safe, and NICEIC.
- Working with other stakeholders and partners to ensure continual improvement.
- Responsible for the effective management of key resources such as people, expenditure, systems, processes and plans and can respond to unforeseen circumstances and events to ensure an uninterrupted high-quality service.
- Prepare, interpret and present reports to senior management and the board regarding housing investment works to maximise tenants' satisfaction with the quality of their homes.
- Work with the Assistant Director (Repairs and Maintenance) to develop and maintain staff engagement, creating a positive workforce culture to deliver a 'right first time' service to our residents.
- Manages and develops new business opportunities including insourcing work for in-house delivery.
- Acts a Company ambassador, promoting the Company's culture and values internally and to other stakeholders.



- Supports the Assistant Director and colleagues to lead, manage and develop the department.
- Responsible for team planning, organisation and managing their team within the Company's culture and values.
- Accountable for the team's performance and for the delivery of the team's objectives.
- Continuously reviews and develops the team's performance and value for money against best practice and external benchmarks.
- Empowers and develops people to become excellent NCCHS employees.
- Effective cross company engagement with other managers to ensure joined up service development and delivery.
- Provide professional advice and support to EMT, Board Members, tenant and leaseholders representatives.
- Actively promotes putting tenants and leaseholders at the heart of everything we do.

This is a politically restricted post under the provision of Section 2(1) (c) of the Local Government Housing Act 1989

All senior leaders are expected to:

- Undertake any other duties allocated by the Chief Executive
- Work outside of normal office hours where required
- Participate on an on-call Emergency Response rota if required
- Travel within and outside the city's boundaries when required.




Person Specification: Head of Mechanical and Electrical

AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT			
		P	A	I	D
Vision, Strategy and Delivery	Experience as a service leader in a complex organisation with similar responsibilities, budget and resources.			✓	
	Evidence of a successful track-record of creating a vision for service delivery, translating clear objectives to deliver outcomes that make a positive difference.		✓		
	Evidence of successful involvement in building the reputation of services and inspiring people to deliver continuous improvement.		✓		
	Evidence of driving accountability, balance risk and respect good governance and ensuring understanding at all levels.		✓		
	Evidence of financial and commercial awareness with strong analytical skills and a creative approach to problem solving.			✓	
	Demonstrate an understanding of the current issues and challenges facing local government in general and Nottingham City Council in particular.		✓		
Leading People	Evidence of successfully leading and motivating people and cultivating a culture that creates high performing people and services.		✓		
	Evidence of empowering others to take decisions and follow through confident actions, through strong and visible leadership.		✓		
	Evidence of successful strategies in managing your own personal resilience and wellbeing at a leadership level and role modelling this practice.		✓		
	Evidence of planning for the future delivery of services, including the effective workforce planning for capacity and capability challenges.		✓		
Change and Innovation	Evidence of leading change programmes, bringing others on the journey with you.			✓	
	Evidence of innovative service delivery models that continue to provide high quality services within a smaller financial scope.			✓	
	Evidence of leading services or teams and experience of having to re-focus service priorities at pace following changes outside of the organisation's control.			✓	
	Experience of developing cultures of continuous improvement where people feel included and involved.			✓	



Collaboration	Evidence of working successfully in partnership across different sectors and fostering / harnessing partnerships.		✓		
	Evidence of actively working to develop a culture of collaboration.			✓	
	Understanding of how to operate effectively and openly within the democratic process with the political acumen and ability/skills to develop productive working relationships with Councillors and to speak truth to power.			✓	
Equality, Diversity and Inclusion	A deep understanding of equality, diversity and inclusion at every level and demonstrative experience in tried and tested methods to deliver inclusive services.			✓	
	Demonstrating a thorough understanding of equality, diversity and inclusion challenges posed by providing quality public services in our multi-cultural city.		✓		
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.			✓	
	Evidence of developing people and services/teams recognise, respect and value individual needs to achieve a culture of inclusivity.		✓		
Role related requirements	Management and proven track record in delivering high quality mechanical and electrical service.			✓	
	Proven experience, knowledge and understanding of the legal framework (acts and statutes) relating to property services and people management.			✓	
	Experience and proven skill in managing health and safety, mitigating risks and partnership working.			✓	
	To performance manage a team and develop services to maintain top quality performance in service delivery.			✓	
	Able to under market research using critical thinking and analytical skills.		✓		
	Ability use all Microsoft packages including excel.		✓		
Qualification requirement	Higher Education mechanical and/or electrical qualification or substantial equivalent experience / track record of success.				✓
	Evidence of continued professional development.				✓
P- Pre-Application	A - Application	I – Interview		D - Documentary Evidence	