

Role Title	Head of Planned Works
Job Family	Place Directorate
Competency Level	Senior Manager
Pay Scale	PO12
Purpose	
<p>To strategically oversee and manage all planned works investments to ensure that they are delivered. Collaborating with the Head of Strategic Asset Management to seamlessly integrate housing stock improvement requirements into the works programme.</p> <p>The role requires the post holder to foster strong stakeholder relationships, maintaining financial compliance across Housing Assets, setting strategic budgets, and delivering the Decent Homes standard on time and within budget.</p> <p>Responsible for the operational management of Planned Works, with support from the Head of Repairs Partnering in relation to commercial management, administrative support, procurement, and contract re-tendering.</p> <p>The Planned Works Team will provide dedicated quantity surveying support for the Repairs Partnering and M&E Building Safety Operations teams.</p> <p>The aim is to optimise planned works, reduce reactive maintenance costs, and enhance resident satisfaction, contributing to LBWF's strategic goals.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by legislative requirements, client, partner and stakeholder views, latest thinking, and good practice.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent resident service.</p>

<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports, and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Significant issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Resident outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>

<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed, and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for, and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies, and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
<p>Job Specific Accountabilities:</p>	

Lead and manage all planned works, translating business objectives, strategies, and programmes into effective service delivery.	Full aims of the planned works programmed are realised with agreed budget and timescales.
Manage the relationship with stakeholders, ensuring they receive relevant and timely information. Attending resident and tenant management company meetings as necessary, including evening and Annual General meetings.	Residents receive a high-quality interaction that meets their expectations.
Co-ordinate relevant data / information from other teams and departments	Compliance with current service charge legislation.
Assist annual budget setting across the whole of the Assets team. Establish and effectively monitor budgets across all cost centres, taking strategic and operational decisions	Financial control of agreed budgets within timescale. Provision of effective cost consultancy for all work streams.
Lead a team of project managers to deliver the major works programme.	Major works are accomplished on schedule, meeting quality standards, and within budget.
Responsible for overseeing that the major works programme is translated into individual projects at the operational level that collectively form LBWF's long term business plans.	Asset management transformation is delivered seamlessly, contributing to LBWF's long-term business plans.
Define short and long-term objectives and forecast against a 5-year investment budget and maintain a rolling detailed 2-year programme	Alignment to LBWF strategic ambitions, resulting in a reduced reactive maintenance spend and improved resident satisfaction.
Overall responsibility to ensure the effective application of the Section 20 process for Housing Assets, including the gathering and sharing of cost-related information with the Finance and Homeownership teams.	Process effectively recovers costs and remains compliant while maintaining efficient working arrangements for our homeownership services.
Manage contractors and consultants, in accordance with the needs of the business.	Great outcomes are achieved for LBWF and residents.
Responsible for the delivery of Decent Home standard.	LBWFs Decent Home standard is delivered on time to budget and to the right standard.
Participate in Out of Hours Service duty rota as required.	Residents are safe in their homes and out of hours emergencies are responded to in line with agreed out of hours protocol.

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners, and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance, and support on complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Procedural Context

Manage complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and considerable experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

May manage project teams of both internal staff and external contractors / consultants

Resourcing

Budget Responsibilities: £30m

Supervisory Responsibilities: x2 Direct Reports, 6 Indirect Reports

Knowledge, Skills, and Experience

- **Planned work leadership:** Experienced in leading a planned work function, including the development, scheduling, and execution of maintenance projects within an organisation. Including overseeing of project teams, budget management and resource allocation.
- **Cost-effective planned work management:** Demonstrated experience in implementing strategies that have measurably reduced reactive repair costs.
- **Operational leadership:** Experience in overseeing operational activities and ensuring they align with the organisation's strategic objectives.
- **Regulatory compliance:** Knowledge of regulations and the ability to ensure properties comply with all relevant standards.
- **Project execution:** Competency in executing projects related to property maintenance.
- **Vendor and contractor leadership:** Skill in leading external vendors and contractors for property related tasks.

- **Commercial management:** Proficiency in managing the commercial aspects of contracts, including negotiation, monitoring performance, and ensuring compliance with contractual obligations. This includes expertise in terms of financial aspects, cost control, and delivering value for money.
- **Data analysis:** Proficiency in analysing operational data to monitor performance and make informed decisions.
- **Tenant relations:** Capability to manage tenant relations effectively, address concerns, and achieve and maintain tenant satisfaction.
- **Reporting and documentation:** Strong attention to detail in generating reports and maintaining accurate records.
- **Process improvement:** Experience in identifying operational inefficiencies and implementing improvements for increased efficiency.
- **Technology Utilisation:** Familiarity with property management software and tools to streamline operational processes.
- **Emergency response:** Ability to respond to emergencies and incidents swiftly and effectively.
- **Communication skills:** Effective communication with internal teams, stakeholders, and tenants.
- **Budget accountability:** Demonstrated ability to manage budgets and ensure cost effective delivery.
- **Performance monitoring:** Experience in monitoring and improving performance within an organisation.
- **Partnership collaboration:** Ability to collaborate with internal and external partners to achieve operational and strategic objectives.
- **Stakeholder engagement:** Skill in engaging a range of stakeholders and fostering a focus on the need of our communities and tenants.
- **Political awareness:** Understanding of the political environment within the organisation and the ability to collaborate effectively with elected officials.
- **Interpersonal skills:** Strong interpersonal and presentation skills for engaging with various audiences.

Indicative Qualifications

Relevant experience and ideally relevant professional qualification.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.