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| **Role Title** | **Head of Corporate Capital Programmes** |
| **Job Family** | **Property and Delivery, Economic Growth and Housing Delivery** |
| **Pay Scale** | **PO12** |
| **Purpose** | |
| To lead, plan, develop and deliver the Council’s corporate capital build and maintenance programmes, ensuring that outcomes in relation to cost, development returns, time, quality and reputation are maximised. The Headof Corporate Capital Programmesleads an expert team of client commissioning project managers to deliver a diverse programme of civic, social infrastructure, housing and mixed-use schemes. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet or exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job Specific Accountabilities:** | **End Results/ Outcomes** |
| To lead on the timely development, and delivery to completion, of the Council’s corporate and service property capital projects via a range of delivery routes, including conventional procurement, design and build, direct development and joint ventures. | Service and corporate property projects delivered on time within the set budgets and within the required standards  High levels of satisfaction from internal commissioning clients  The Council’s risk position is protected, and development returns maximised |
| Ensure that schemes are robustly appraised at the frontend prior to the Council making its investment decision | Scheme risks are fully identified and mitigation strategies developed  The optimum procurement route/deal structure for each project is identified  The most appropriate procurement and delivery route if identified |
| To manage professional staff and commission consultants to provide the appropriate range of property-related professional services and to procure the design and construction elements of construction related services for service and corporate property projects | Projects resourced with appropriately competent teams on programme  High quality outputs are delivered by both direct reports and externally commissioned consultants  Agreed procurement strategies to deliver the programme of projects on time, cost and quality |
| To undertake the client-side project and budget management of the programme | Commissioned projects approved by the Council and capable of delivery on plan and within scheme budgets  Anticipated development returns are realised |
| To ensure stakeholders are fully informed throughout the development, design and delivery process, to enhance the service and corporate experience and improve the Council’s reputation | Member, chief officer, and community support for any proposed project is clear and demonstrable  The Council and individual post holder are viewed credibly by the supply market |
| To ensure effective KPIs are in place and reported for the development and delivery phases of projects, | Demonstrate year on year improvements for the programme compared to other similar outer London comparators |
| To deliver the programme of projects on time and within budgets | Projects within budget and on time |
| To maintain accurate high quality reporting of projects and programmes of work through the programme management office | Risks and issues are effectively managed throughout the programme |
| **Nature of Contacts**  Senior managers, directors, members and equivalent level external contacts, key stakeholder’s partners and providers.  To provide expert advice, guidance and support on highly complex and / or sensitive service and development issues.  Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders and services.  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 NPSL partnership working activities and internal / external working groups to influence their decisions. | |
| **Procedural Context**  Manage highly complex issues within a framework of policy and regulatory guidelines.  Objectives and targets are developed and agreed in line with service plan.  Expert knowledge and significant experience is required to resolve 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. | |
| **Key Facts and Figures**  Enable others to understand changes and developments in the construction sector  Responsible for ensuring contractors and providers deliver to agreed standards particularly the RIBA plan of work stages  Manage project teams of both internal staff and external contractors / consultants to achieve shared objectives | |
| **Resourcing**  Budget Responsibilities**:** Corporate capital programme £550 million over next 5 years  Supervisory Responsibilities: Senior Project Managers, Project Managers and Assistant Project Managers | |
| **Competency level: Senior Manager** | |
| **Knowledge, Skills and Experience** | |
| * Authoritative knowledge of development scheme methods, option appraisal, design and build, capital programme and project processes, UK building systems, policies and procedures * Delivered a range of capital and development projects, ideally including mixed-use schemes, from inception to completion * Ability to manage projects and articulate their current status, future risks and likely delivery timescales * An understanding of the range of deal structures available to deliver mixed-use schemes * Knowledge of the EU and UK procurement regulations governing transaction by public bodies * Has successfully managed teams * At least 7 years post qualification experience in a similar sized complex public or private sector organisation * Excellent written and verbal communication skills and the ability to build relationships with both internal clients and the external supplier market * Commercially strong and technically able to deliver complex schemes. * Educated to degree standard or equivalent * Relevant professional property or construction qualification | |