

Assistant Delivery Manager (Property Services)

Level:	Grade 10
Team:	Property Services
Line manager:	Delivery Manager
Responsible for:	Team Leaders - multi trade workforce plus subcontractors as allocated to the post holder.

About the Job

- You will assist the Delivery Manager in the development, management, monitoring and operational delivery of all day-to-day emergency and responsive repair and maintenance (R&M) service, voids, fire, pest control and co-ordination of asbestos management and other associated services, within Property Services in accordance with all applicable Regulations.
- You will provide knowledge and expertise, for all Operations and Services carried out to ensure cost effectiveness and timely delivery of all Services ensuring compliance with the relevant Regulations for all works, managing and monitoring cyclical schemes.
- You will ensure compliance with all regulatory and statutory requirements that relate to the industry, are adhered to and delivered at operational level and that all relevant registrations, e.g. BM Trada, NAPIT, BPCA are maintained and renewed.

You'll be trusted to

- Lead on projects identified by management within the Property Services Directorate.
- Develop, implement, monitor and control of agreed systems and procedures to ensure it achieves its objectives and operates on a financially viable and competitive basis for all work streams undertaken.
- Assist in the generating and delivery operational plans and policies that will ensure the delivery of a high quality, cost effective, customer focused Service.
- Oversee financial performance for all works delivered, identify strengths to build on and weaknesses for address. Evaluate areas of weakness, propose a solution to the problem, on agreement, instigate and monitor the required change.
- Ensure that Specification and Materials are fully compliant with the appropriate Regulations and resources for future; R&M, Testing and Replacement costs, lifetime cycle costing, serviceability, VFM, etc.
- assist in monitoring and identifying peaks and troughs in labour resource via accurate Resource Planning with Repairs Team leaders, budget holders and other Vico Homes Managers.
- Have an awareness and knowledge of the management and control of devolved budgets including the daily management of all related assets ensuring effective implementation of procedures.

- Apply a wide range of knowledge in the practical use of business planning and monetary control, delivering agreed performance targets that contribute to team plans and deliver quality outcomes within set budgets.
- Assist the Delivery Manager in the delivery of “Toolbox Talks”, Regulatory and Compliance Updates, Training and Briefings as required.
- Promote Health and Safety awareness to ensure safe working environments in accordance with Vico Homes Health and Safety policies and procedures. Ensure that risk assessments and method statements are generated as required, updated and circulated in full compliance with regulations.
- Monitor compliance legislation associated with work practices carried out, ensure that responsibilities are clearly understood and that all required checks are carried out as required and recorded for updates to Delivery Manager.
- Regularly undertake site visits to ensure that all works carried out are to the highest possible standard and in accordance with Regulations. Carryout visual inspections, consult with both Team leaders and the workforce, identify problems and provide solutions for the Delivery Manager.
- Utilise business IT systems including Project and Management Systems and ensure that mobile solutions achieve its full potential, including the capture of performance information to evidence value for money services.
- Assume responsibility for managing work carried out by our Internal Service Provider (ISP) and sub-contractors in accordance with Vico Homes policies and procedures with works being completed utilising good management practices and in full accordance with the applicable regulations and frameworks.
- Assist with delivering short and long term operational plans and policies that deliver a high quality, reactive and cost effective, service.
- Understand, assess and use customer demographics to tailor and deliver personalised services where required to improve the customer experience.
- Responsible for maintaining effective working relationships with internal customers and external agencies and organisations.
- Undertake any other duties commensurate with the overall purpose of the job and grade, deputise for the Delivery Manager as and when required.

Who you'll work with:

Internal	Service Directors, Heads of Service, Business Leaders, Team Leaders, Support Colleagues, Tradespeople, Semiskilled Operatives, Labourers, Pest Control Officers, Trade Union representatives, and other Vico Homes colleagues.
External:	Members of the public, Customers, Sub-Contractors, Training Providers, Elected Members (on occasion), customers of commercial activities and partner organisations.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
NVQ Level 3 or above Site supervisor/manager qualification or equivalent recognised City and Guilds qualification.	✓		AF / CQ
SMSTS, IOSH or other relevant Health and Safety qualification or willingness to work towards	✓		AF / I / CQ
Will attain a valid CSCS card.	✓		I / CQ
Leadership/Management qualification at level 3 or above or willingness to work towards	✓		AF / I / CQ
Experience of delivering successful, continuous improvement / change within a diverse workforce environment.	✓		AF / I
Experience of effective communication skills to people, managers, tenants and stakeholders.	✓		AF / I
Experience of analysing, monitoring and controlling work processes and procedures.	✓		AF / I
Experience of working with computerised management systems.	✓		AF / I
Experience of working within a client/customer and colleague focused environment.	✓		AF / I
Experience of managing workstreams or projects to defined budget and/or forecasts.	✓		AF / I
Knowledge and understanding of new repairs and maintenance issues within a housing provider.	✓		AF / I
Experience carrying out a role with line management requirements supervisor.	✓		AF / I
Effective organisational management and colleague development practices and procedures.	✓		AF / I
Ability to network effectively and present to external organisations within the housing remit.	✓		AF / I
Ability to organise and prioritise work.	✓		AF / I
Ability to operate within a regulatory environment.	✓		AF / I
Self- motivated, being able to respond effectively to working under pressure to meet all required deadlines.	✓		AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Effective team player.	✓		AF / I
Have commitment to colleague development initiatives.	✓		AF / I
Able to demonstrate strong leadership skills.	✓		AF / I
Valid UK driving licence with the ability to travel throughout the district and to other locations as required by the business.	✓		AF / I / CQ
The post holder must be flexible when required to meet business needs and will be required to form part of the Property Services Out of Hours rota	✓		I
The post holder may be required to occasionally attend meetings outside of traditional working hours and attend emergency repair / health and safety situations to guide to a satisfactory conclusion.	✓		I
Level 2 RSPH in Pest Control Management qualification or willingness to work towards		✓	AF / CQ
BM Trada Fire Door Installation and Maintenance Accreditations or willingness to work towards		✓	AF / CQ
BM Trada Fire Stopping Accreditation or willingness to work towards		✓	AF / CQ
An Asbestos Managers qualification such as UKATA New Managers HSG247.		✓	AF / CQ

Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

