



# Delivery Manager

<b>Level:</b>	Grade 11
<b>Team:</b>	Property Services
<b>Line Manager:</b>	Head of Repairs
<b>Responsible for:</b>	Senior Team Leaders, Team Leaders, Support Officers, Multi-Trade employees.

## About the Job

- Play a lead role in the delivery of the day to day emergency and responsive repair and maintenance service, voids, adaptations, asbestos, pest control, damp proof works and other associated service deliverables for Vico Homes.
- Be responsible for the delivery, development and monitoring of the same services with external associations and partners.

## You'll be trusted to

- Promote innovation and creativity in the way that services are delivered, to ensure that performance targets are met within budget and that all services delivered can evidence value for money with high levels of employee and customer satisfaction.
- Network with other housing associations and external organisations to ensure that Vico Homes is a recognised top performer
- Deliver the high expectations of Vico Homes within the regulatory framework that it operates in and deliver the high expectations in future business development and growth.
- Be responsible for managing work carried out by 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 operational plans and policies that deliver a high quality and cost effective reactive, planned and void property repairs, maintenance and improvement service within property services.
- Develop plans which contribute to the corporate, strategic and business planning processes of Vico Homes and the Property Services directorate.
- Understand, access and use tenant/customer demographics to tailor and deliver personalised services where required to improve the tenant/customer experience with regard to the services delivered.
- Instigate new ways of working through partnership and consultative arrangements.

- Be responsible for maintaining effective working relationships with internal customers and external agencies and organisations.
- Undertake effective communication at all times at all levels within the organisation and externally to promote positively the work of Vico Homes.
- Maintain effective dialogue with trade unions and creating a positive industrial relations climate.
- Manage and be responsible for a multi trade workforce in relation to the operational delivery of projects delivered within Property Services.
- Oversee the production, implementation and control of effective and efficient manual and computerised record systems and procedures for property services.
- Assist with developing operational plans and policies that deliver a high quality and cost effective large scale property repairs, maintenance, improvement works, purchasing and performance function to property services.
- Manage and control of devolved budgets including the daily management of all related assets ensuring effective implementation of procedures.
- Develop, implement, monitor and control of agreed systems and procedures, to ensure that Property Services achieves its objectives and operates on a financially viable and competitive basis through benchmarking and tender evidence.
- Possess and apply a wide range of knowledge in the practical use of business planning and budget preparation and monetary control.
- Assist with the preparation of any repairs, maintenance schemes, improvement schemes, schedule of rates, productivity and salary schemes, estimates, supervision and final accounts for all work carried out.
- Assume day to day management responsibility for the control of stock and materials together with their economic procurement complying with Vico Homes policies.
- Provide monitoring and reporting data for property services financial results and performance.
- Deliver a 24 / 7 / 365 responsive emergency call out repair service with first time visit repair where possible.
- 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.
- Be competent and confident in using standard business computer packages including project and management systems and ensure that total mobile achieves its full potential, including the capture of performance information to evidence competitiveness and asset management information for future budget planning.
- Deliver agreed performance targets that contribute to team plans and deliver quality outcomes within set budgets.
- Assess, implement and deliver new working solutions to aid service delivery and operational procedures and monitor the impact.
- Assist in delivering changes to working practices in order to deliver services in a timely manner considering value for money at all times in order to create increased customer and employee satisfaction with the services delivered, and

- Agree short and long term business plans and targets with managers within the service area in order to deliver new business opportunities and deliver existing core work to agreed targets and budgets, challenge where appropriate.
- Undertake any other duties commensurate with the overall purpose of the job and grade, deputise for the head of repairs of property services as and when required.

### Who you'll work with:

**Internal:** All Vico Homes colleagues and Trade Union Representatives.

**External:** Executive managers and officers, statutory, non-statutory agencies including other RSLs, local authorities, health trusts voluntary and private agencies, Government departments, agencies and regulators, tenant and resident organisations, MPs, Ombudsman and media representatives.

### 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:



### 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)
A qualification at Level 5 of the Regulated Qualifications Framework, such as a Higher National Diploma (HND) or Foundation Degree in an Construction related field.	✓		AF / CQ
A valid Health and Safety Qualification such as SMSTS, IOSH or equivalent.	✓		AF / CQ
Significant experience of operationally delivering continuous improvement and change within a diverse workforce environment.	✓		AF / I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Experience of leading highly effective communication with 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
Line management experience.	✓		AF / I
Experience of working within a customer and employee focused environment.	✓		AF / I
Experience of project management in terms of managing and controlling budget provisions.	✓		AF / I
Effective organisational management and prioritising skills	✓		AF / I
Awareness of health and safety legislation and management.	✓		AF / I
A working knowledge of employee development practices and procedures.	✓		AF / I
An understanding of the current issues facing the provision of social housing.	✓		AF / I
Ability to network effectively and present to external organisations within the housing and maintenance services fields.	✓		AF / I
Must be an accomplished communicator, negotiator and motivator.	✓		AF / I
Self- motivated, being able to respond effectively to working under pressure to meet all required deadlines.	✓		AF / I
Commitment to Diversity and Inclusion in service delivery.	✓		AF / I
To be confident and competent in introducing and sustaining business principles and objectives to maintenance service activities.	✓		AF / I
Able to demonstrate strong leadership skills.	✓		AF / I
Valid UK driving licence with the ability to travel throughout the Vico Homes operating area as required by the business.	✓		AF / CQ
The post holder must be flexible when required to meet business needs and will be required to form part of Technical Services Out of Hours rota.	✓		I
Occasionally attend meetings outside of working hours and attend emergency repair / health and	✓		I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
safety situations to guide to a satisfactory conclusion.			
BHOS P405 – Management of Asbestos in Buildings or a willingness to work towards.		✓	AF / CQ
Membership of an appropriate professional body.		✓	AF / CQ

**Key**

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