



Homes for Haringey

## **Head of Programme Delivery**

**Salary: £47,883 - £50,814 plus final salary pension  
36 hour week**

Homes for Haringey is a new organisation with an exciting future.

Building on our successful 2007 Audit Commission inspection, we want to deliver nothing less than excellent services to our customers. Work has already begun on a £200m investment programme that will kick-start the transformation of 21,000 homes across this diverse north London borough.

Reporting to the Executive Director of Asset Management, you will be responsible for delivering Homes for Haringey's capital programme with an estimated budget of £55m per year. This includes a four year decent homes programme.

You will mix vision, innovation and sound technical qualifications with an excellent knowledge of social housing. You will be able to operate at a senior political and commercial level and have a track record of successful delivery of large capital works programmes.

You will have the ability to develop, plan and deliver innovative and strategic solutions to the challenges presented by a large refurbishment and improvement programme. Your main focus will be delivering the decent homes programme on time/budget and to a high standard.

If this sounds like you we would like to hear from you.

To apply online visit [www.homesforharingey.org/jobs](http://www.homesforharingey.org/jobs). To receive an application pack by post call 0845 313 3142 (Monday to Friday, 9am to 6pm) and quote the reference number **HFH - 042**

**Closing date: Friday 21 November 2008**

**Interview date: Thursday 11 December 2008**

If you would like to discuss the post further, please contact **Ola Akinfe** on **0208 489 3272** for an informal chat.

## **Homes for Haringey**

### **Job Description**

**Job Description:** Head of Programme Delivery

**Salary:** PO8

**Reporting to:** Director of Asset Management

### **Purpose of the Job**

Reporting directly to the Director of Asset Management, lead and performance manage a small professional team to ensure the planning and delivery of the borough's public sector capital housing programmes are achieved successfully. These programmes include Decent Homes standards, Planned Preventative Maintenance and all other capital works.

Ensure all works are completed on time, to budget, and meet the pre-requisite quality and value for money criteria. In so doing, visibly and continuously improve performance, efficiency and effectiveness of consultants and constructors year on year.

Ensure customer involvement and satisfaction for capital works are maintained to the highest standards.

Meet or, where possible, exceed all department KPIs.

Manage all communications associated with the capital programme, reporting to senior management, customers, Councillors, the Homes for Haringey board etc.

### **Main responsibilities**

1. Line manage two 'Client Representatives' to ensure the successful delivery of the £200m+ Decent Homes programme by constructor partners appointed under PPC 2000 within approximately 5 years.
2. Line manage the Planned Preventative Maintenance (PPM) manager to ensure the team delivers all capital projects outside the Decent Homes programme.

3. To ensure internal and external resources appointed as PPC 2000 client representatives, contract administrators, cost, quality and H&S support deliver the highest professional standards.
4. Work closely with the team's appointed Senior Resident Liaison Officer to ensure all Council communication policy is adhered too, residents are fully engaged and satisfaction with the service is maintained to the highest levels.
5. Co-ordinate with the Director of Asset Management to deliver value for money across the service, improving the quality of lives for the residents of Haringey.
6. Support and guide the Asset Management team in the appointment and management of consultants for the design and delivery of regeneration projects including NDC, Section 106 etc.
7. Play a critical role in achieving and maintaining a 3 star Audit Commission rating for the areas of the ALMO business directly under your control and assist other departments in achieving this.
8. Assist in setting and managing the department's annual capital and operating revenue budget.
9. Provide effective leadership, support and motivation to staff. Ensure all staff are recruited, trained, managed, appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
10. Ensure a customer focused approach to continuous service development and improvement that responds to the needs and aspirations of residents.
11. Actively promote, encourage and manage resident involvement in service delivery, monitoring and improvement.
12. Take responsibility for achieving the required key performance targets for your service.
13. Promote genuine equality and diversity in all aspects of governance, staff management and service delivery.

14. Promote and represent Homes for Haringey at all levels throughout the organisation and to external bodies.
15. Take responsibility for the health and safety activities applicable to the post as set out in the Homes for Haringey policy statements.
16. Undertake any other duties consistent with the basic objectives of the post.

## **Candidate Specification**

### **Head of Programme Delivery**

#### Knowledge and Experience

- Excellent understanding of issues relating to LA social housing
- Excellent understanding of delivering via PPC partnering contracts
- Ability to manage teams to deliver on time, to quality and to budget
- Excellent grasp of the strategic procurement and delivery of social housing refurbishment
- Experience of working constructively with a range of external and internal partners to a common goal
- Proven track record of successful management at a senior level demonstrating an ability to lead, manage develop and motivate staff at all levels within a changing environment
- Proven ability to facilitate pragmatic solutions while delivering core business
- Success at implementing a customer focus in an organisation
- Track record of taking and following through on difficult decisions and actions
- Demonstrable success working as a top level team player
- Experience of cultural and organisational change and proven experience of leading and facilitating 'continuous service improvements'
- Experience of involving service users in service monitoring and development

#### Skills and Abilities

- Able to lead and deliver under pressure of time, budget and customer involvement at all times
- Able to think clearly and strategically

- Ability to attain buy-in from customers and other groups to solutions
- Able to take an overview while still getting the detail right
- Good time management and project management skills
- Proven ability to deliver on promises and report to senior management
- Able to make timely decisions
- Strong commercial acumen
- The ability to proactively identify and manage risks to business
- Excellent people management skills
- Excellent communication skills both in person and in writing to individuals and groups within the local community and among staff and partners
- Able to translate an idea into a plan and then implement and operate
- Able to create a 'can do' culture where individuals and teams raise their productivity and effectiveness
- An understanding of the importance of value for money and efficiency and the capacity to lead on this for the organisation
- Committed to equality and diversity
- Enthusiastic and well-organised
- Inspires confidence and respect