

<b>Role Title</b>	<b>Lead Manager Finance/Business</b>
<b>Housing</b>	<b>Housing Commercial</b>
<b>Reports to</b>	<b>Head Commercial and Contracts Management</b>
<b>Job Family</b>	<b>Resident Services</b>
<b>Competency Level</b>	<b>Senior Manager</b>
<b>Pay Scale</b>	<b>PO10 - £59,325 to £62,556 per annum</b>

### **Purpose**

This postholder is responsible to the Commercial and Contracts Manager for service Budget management for the Housing Assets Team where the delivery of the Housing Capital planned maintenance and Revenue budgets will generally exceed £20m P/A. The primary role will be to ensure that budgets are monitored, mitigations recommended where budgets are not met and reports are made as required.

LBWF have procured the contracts with Morgan Sindall Property Services and Astons on the basis of long-term partnering contracts utilising the TPC2005 form of contract.

The postholder will support the Commercial and Contracts Manager in delivering Financial Management of the above, having regard to the impact on annual budgets.

This post is key in managing within a team in delivering the Planned Capital Programme element of the Housing Asset Management Strategy, to Time, Cost and Quality as set out above, the Housing Strategy and Corporate objectives.

The postholder will deliver the role through matrix working with Heads Service Asset management and develop staff responsible for service delivery in accordance with the Council's Performance and Review procedures.

<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<ul style="list-style-type: none"> <li>Ensure efficient financial budget management within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</li> </ul>	<ul style="list-style-type: none"> <li>The service is delivered to Contractual, Council and professional standards required.</li> <li>Corporate strategies are effectively implemented within area of responsibility.</li> <li>Service delivers good quality stakeholder service.</li> <li></li> </ul>
<ul style="list-style-type: none"> <li>Manage risk and advise on issues arising from Financial management affecting Council service areas.</li> </ul>	<ul style="list-style-type: none"> <li>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</li> </ul>

<ul style="list-style-type: none"> <li>• Manage responses to complex professional or politically sensitive issues within the area of responsibility.</li> <li>• Manage key relationships with Contractors/partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</li> <li>• Major issues are managed through to a satisfactory conclusion.</li> <li>• Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</li> <li>• Customer outcomes are clearly understood and specified.</li> <li>• Services / goods are delivered on time, to budget and contractual standards.</li> <li>• Opportunities to improve delivery / capacity of provision are proactively identified and actioned through the contractual Governance framework.</li> <li>• Expected contractual operational efficiencies are realised.</li> </ul>
<ul style="list-style-type: none"> <li>• Develops service plans to meet strategic business goals. Ensure compliance with all internal and external contractual and Statutory standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</li> <li>• Strategic and operational input is provided to wider business planning as part of the Tripartite agreement involving the 2 Primary Contractors, and the Housing service.</li> <li>• Progress against objectives for self and Team is effectively monitored on a monthly basis utilising Clear Review and delivered.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure the development and delivery of continuous improvements in all aspects of the Commercial and Contracts service.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements are developed and delivered effectively, having regard to Contractual requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• Lead, motivate and develop staff whose knowledge of Contractual requirements is robust to create and maintain a highly competent and participative workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• The team is highly competent, effective, motivated and outcomes focussed.</li> <li>• Performance is set and monitored through the Council's Clear Review Performance Management system and process</li> <li>• Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</li> <li>• Effective team meetings take place to required timescales.</li> </ul>
<ul style="list-style-type: none"> <li>• Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources including, equipment, people, and systems are utilised optimally and efficiently.</li> <li>• Annual budget is planned, developed and delivered. Value for money is maximised.</li> </ul>

	<ul style="list-style-type: none"> <li>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding standards are monitored and maintained in compliance with Council policy.</li> <li>Appropriate safeguarding training is provided.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure the successful implementation of health and safety and Building legislation in accordance with agreed policies</li> </ul>	<ul style="list-style-type: none"> <li>Risks to staff and others are assessed and managed.</li> <li>Suitable health and safety/Building Safety instruction and training are provided.</li> <li>There is a safe working environment.</li> </ul>

### Job Specific Accountabilities:

<ul style="list-style-type: none"> <li>Develop and agree the Planned Maintenance Capital programme programmes in line with 1,5 and the 30-year Business Plans considering feedback from Residents, Members, Corporate Finance, Housing and Economic Development Heads Service.</li> </ul>	<ul style="list-style-type: none"> <li>The Housing Capital Planned Maintenance programme is resourced through the</li> <li>Housing Capital Programme, meets annual, Mid Term Financial Strategic requirements and the 30-year Business plan, informed by Net Present value analysis.</li> <li>Informs Regeneration feasibility options.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure robust financial monitoring of Team and Programme budgets and control arrangements are in place as well as quality checking and audit trails where appropriate</li> <li>Manage final accounts and year-end assessments in accordance with contractual requirements</li> <li>Work closely with year-end close down timetable set by Cooperate Finance and to work with all stakeholders to ensure all expenditure is up to date and all year-end accruals together with supporting documents are processed together will all necessary journals.</li> </ul>	<ul style="list-style-type: none"> <li>Manage the Financial Business of the Housing Assets Service through;</li> <li>Undertaking research and benchmarking of construction and maintenance costs to establish market value. Carry out pricing and contract reviews, value engineering exercises and innovate as necessary to realise efficiencies.</li> <li>To provide Cost Consultancy / Quantity Surveying services for the Housing Capital and Asset Management Team across the full range of their Asset Management responsibilities, including budgetary, financial modelling, cost control and financial planning support.</li> <li>Working with Directors, Service Heads and Contractors to ensure that all financial resources are used in the most cost effective way to meet the Council's priorities and Contractual requirements</li> <li>Ensuring that legislative requirements, corporate objectives and Contractual Financial models are achieved</li> <li>Promoting and implementing the Council's risk management strategy and Anti-fraud strategy</li> <li>Playing a major role with short, medium and long term financial planning and estimate process</li> <li>Providing financial modelling, project and programme cashflow analysis and statistical analysis</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing monthly budget monitoring data and reports to HIG and CSAMG within timescales required</li> <li>• Providing reports and correspondence</li> <li>• Undertaking special projects, technical and statistical financial work as required including option appraisals and financial modelling</li> <li>• Providing the Financial input to projects in accordance with Contractual requirements</li> <li>• Representing the Team, Directorate and Council at meetings as directed</li> </ul>
<ul style="list-style-type: none"> <li>• To manage the delivery of Contractual commercial requirements of the Morgan Sindall and Astons contracts</li> <li>• To lead on the financial management of Capital project schemes, monitoring against cash flows, value engineering, investment feasibility, sensitivity testing and risk management exercises as and when necessary all to ensure the programmes are delivered in the most cost effective manner.in accordance with JCT contractual requirements.</li> <li>• Manage Quantity surveyors to review and agree Constructor's monthly Valuations and issue Payment Certificates in accordance with the timescales set out within JCT contractual requirements</li> </ul>	<ul style="list-style-type: none"> <li>• The Financial management of the delivery of the capital programme are managed through the 2 principal contractors, and other specialist contractors that may be procured in accordance with TPC or other Contractual requirements that may apply to other contractors.</li> <li>• Expert advice is provided on various forms of contracts, management of change orders, variations, problem resolution and dispute resolution, interpretation of contract for decision making.</li> <li>• Ensure close review through the Partnering advisor in accordance with contractual requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure that all staff have expert knowledge of TPC /MS and Astons contractual requirements and deliver required performance to enable the effective operation of the contracts</li> </ul>	<ul style="list-style-type: none"> <li>• All team members have ongoing updated TPC training, and deliver contractual Client requirements to ensure proper accountability, transparency and monitoring of all contractual and financial transactions in relation to the capital and responsive programmes.</li> <li>• Regular monitoring and reporting mechanisms are in place through project, Contractual and governance meetings</li> </ul>
<ul style="list-style-type: none"> <li>• To lead on the commercial and contractual delivery of Contractual services through the agreement with Heads Service-M/E and Building of Contractual Task Orders</li> </ul>	<ul style="list-style-type: none"> <li>• Support Heads Service in review and analysis of task prices, set out in contractual pricing frameworks.</li> <li>• Task prices are reviewed before Task orders, including all relevant contractual requirements are agreed and in place before commencement of any work placed to ensure efficiencies and value for money</li> </ul>

	<ul style="list-style-type: none"> <li>Monthly valuations /Final accounts are agreed in accordance with contractual requirements.</li> </ul>
<ul style="list-style-type: none"> <li>To manage service procurement where required</li> <li>Deliver Contract administration to major service providers contracts</li> <li>Responsible for raising and issuing orders for work and services</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the PO process is managed through SAP such that work is correctly ordered, and invoices paid in accordance with contractual requirements</li> </ul>
<ul style="list-style-type: none"> <li>To develop, monitor and report on the finance &amp; delivery the major works programme</li> </ul>	<ul style="list-style-type: none"> <li>Co-ordinate with Heads of services to produce details of major works programme, monitor progress against planned programme, produce progress reports with associated risk and recommendations as required</li> <li>Performance objectives met, maintain and develop and attract staff as required</li> </ul>
<ul style="list-style-type: none"> <li>Take part in supporting all policies and works are developed with residents and in consultation with colleagues.</li> <li>Ensure leaseholder consultation requirements are met</li> </ul>	<ul style="list-style-type: none"> <li>Involvement in resident engagement Strategy as required</li> <li>Support management of leaseholder procedures to address all consultation and section 20 matters</li> </ul>
<ul style="list-style-type: none"> <li>Contract and Commercial lead in preventing /management of problem solving and dispute resolution process</li> </ul>	<ul style="list-style-type: none"> <li>The council position is clearly articulated with regards to claims, disputes that may arise from contractors</li> <li>Liaise with Div Director Housing Assets/HSLT to manage the Contractual Claims in accordance with Contractual or otherwise agreed Dispute resolution protocols</li> </ul>
<ul style="list-style-type: none"> <li>To deputise for the Heads of Services as required</li> </ul>	<ul style="list-style-type: none"> <li>Service plans and targets are delivered</li> </ul>

### Nature of Contacts

- Senior managers, directors, members and equivalent level external contacts, key Contractors, 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 highly 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 contractors and 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 highly complex / high risk issues within a framework of contractual, policy and regulatory guidelines.
- Objectives and targets are developed and agreed in line with service plan.
- Within Contractual and Governance requirements there is a 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 Contractual and Commercial expert knowledge and significant 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.
- The post will be expected to work from other locations in accordance with the Council's Office location and flexible working policies

## 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:

- Capital and revenue programmes circa £25 million per annum

Supervisory Responsibilities:

- Upwards-from Divisional Director-Assets
- Up to 4 staff (from grade SO2 to PO6)

## Knowledge, Skills and Experience

- Experience of managing budgets across several services.
- Experience of leading, managing and motivating a diverse workforce
- Contractual and Commercial management skills, expert knowledge of TPC or other contract forms including leading on tenders and procurement exercises in accordance with the Council's procurement policies
- Leadership, strategic vision.
- Proven ability to monitor performance and take remedial action to achieve targets.
- Excellent track record in supporting and developing staff to achieve high levels of competency.
- Proven ability to set and manage complex budgets, achieving delivery to budget.

- Ability to review service delivery to achieve higher quality and best value; and demonstrate success
- Ability to communicate effectively to a broad range of stakeholders.
- Ability to write complex correspondence and reports to meet reporting deadlines
- High level of IT skills working with a data base and software applications to produce presentational material and reports effectively.
- Extensive experience of leading teams and/or services to deliver outcomes in a customer focused environment

#### **Indicative Qualifications**

- Educated to degree standard or equivalent
- Relevant professional qualification such as MRICS or MCIOB

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.