

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Special Projects Officer
Service:	Housing Operations
Team:	Property Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Operations Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • As part of the Property Service Management Tema play leading role in scoping, implementing and delivering business change and transformation projects within Housing Operations which focus on: <ul style="list-style-type: none"> ▪ Income maximisation ▪ Compliance with statutory obligations ▪ Efficient and effective service delivery 	

- Achieving the key Council priorities
- Developing business cases and strategy for change
- Ownership and delivery of business transformation and continuous improvement projects within Property Services & Housing Operations

This responsibility includes central management, coordination, and delivery of various important improvement projects including (but not limited to):

- Creation and implementation of an overarching garage stock strategy, driving policy and procedural changes
 - Streamlining the void process and undertake void standard reviews
 - Initiate an overarching Housing Energy Efficiency and Sustainability Strategy
 -
 - Reviewing the Housing Key Management Strategy
 - Reviewing the Dampness Prevention Policy
 - Other operational housing projects and initiatives as agreed with Head of Housing Operations.
- Manage the mobilisation and delivery of technical service improvement initiatives, transformation and process improvement projects, which support the delivery of the housing customer centric repairs and improvement service.

MAIN DUTIES AND ACCOUNTABILITIES

Operational

- Manage and own technical service improvement initiatives within Property Services ensuring transformation and process improvements are delivering tangible benefits before handing them over to the Property Services Managers as business as usual service delivery.
- Take ownership of the drive for continuous service improvement and performance improvement by researching and benchmarking initiatives, developing business cases and project plans to ultimately taking responsibility for the delivery of agreed projects
- Define and interpret policy in order to determine, develop and formalise procedures and processes
- Establish new ways of working based on policy and procedure and ensure they are implemented and embedded as working practice
- Manage project budgets of linked to associated project delivery work (for example the garage capital investment programme was circa £100k, with income revenue circa £500k)
- Identify and propose opportunities for improvement: challenging current practices and breaking down barriers to change whilst maintaining essential control mechanisms.
- Ensure protocol is adhered to in the management of all keys held within Housing, as Key Controller, as the policy owner. Ensuring the policy and procedure are regularly reviewed and current.
- Proactively create and implement marketing campaigns working with the Communications Team.
- Manage staff that support and contribute to the projects to ensure there is clear direction and understanding of the objectives in order to ensure successful delivery, meeting time, quality and budget targets.
- Complete regular benchmarking exercises on project initiatives to understand the best practice and to identify process or systems gaps.

- Manage and deliver procurement exercises for services to ensure adherence to Contract Procurement Regulations and Financial Regulations
- Contribute to Strategic Asset Plan
- Produce and present business cases and reports to Management Board and Members on transformation initiatives
- Undertake post project assessments to determine that identified benefits have been achieved, including lessons learned reviews
- Use methodologies such as Systems Thinking, business improvement approach (or similar) and Prince2, project management methodology (or similar) to provide a framework to improve service delivery

Finance & Budgets

- Review budgetary on spend on operational housing budgets to provide oversight and scrutiny ensuring that value for money is being achieved
- Provide analysis and recommendations for budget setting and forecasting
- Review tender submissions and pricing documents to ensure the Council is receiving value for money in the services it procures.
- As a project lead, take responsibility for associated budgets, monitoring and controlling spend
- Raise and authorise repair/ upgrade works and purchase orders when appropriate
- Authorise contractor invoices on Agresso
- Influence the development of the Asset Management Plan for the delivery of capital delivery programmes in the short, medium and longer term.

Customer Service

- Delivery of an excellent service to all customers in line with published service standards by telephone, in writing and face to face..
- Ensure customers receive a prompt and complete response to all enquiries, and an accurate record of actions taken is recorded.
- Actively promote the Council's Equality and Diversity policy in all aspects of our duties
- Treat all colleagues with dignity and respect whilst at work in accordance with Council's policies and procedures.
- Ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied at all times.
- Work in line with the relevant protocols and service level agreements to enable the effective sharing of information between agencies.

Team Working & Communication

- Work in partnership with colleagues within Property Service and Housing Operations and the wider Council including Members and senior management to ensure a customer focused holistic approach is taken to service delivery and performance.
- Develop robust and effective stakeholder and supplier relationships
- Support collaborative and cross functional working across Property Service, the wider Housing Service, and partnering contractors to meet operational targets and priorities.
- Act as a change lead working with colleagues to implement new initiatives and projects.
- Produce and present articulate reports/presentations and performance information to a range of stakeholders at varying levels

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.
- Adhere to effective safeguarding practice for vulnerable adults and children in accordance with Council's policies.
- Ensure compliance with Council's Asbestos policies and procedures are adhered to.

DIMENSIONS OF THE ROLE

The dimensions of this role will change dependent on the project or initiative that the post holder is involved in at a given time, with approximately 3 projects running concurrently. An example of the dimensions could include:

- General needs housing Stock – c. 5000
- Garage Stock – c. 700
- Planned Garage Maintenance Budget - £140,000
- Garage Rental Income – potential >£550,000 per annum
- Weekly Garage Rental costs - £14 – 17 per week
- Garage Licences – 434
- Garage Applicants - 190

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

Duties include but are not limited to:

- Play a leading role in scoping, implementing and delivering business change and transformation projects within Housing Operations
- Interpret and develop policy and procedures based on technical knowledge and experience, liaising with legal team to ensure meet regulatory and legislative requirements minimise risk to the Council
- Research, prepare and present clear business cases and recommendation reports to Members and Senior stakeholders at Overview & Scrutiny Committee and Executive level meetings
- Complete regular reviews and update policies within Housing Operations
- Provide support and technical guidance to Operations Manager, Property Service Managers and wider Housing Operations Managers when introducing new change and transformation initiatives and projects
- Identify areas in need of improvements, within the Housing Service
- Consultant with contractors, customers and senior management as well as external agencies when developing transformation and performance improvement proposals
- Attend conferences, training and forums to gather information to make informed decisions

PLANNING/ORGANISING/CONTROLLING

Duties include but are not limited to:

- To create and produce policy, procedures and processes, ensuring the supporting documentation cascaded to all Housing Officers. and documentation
- Undertake all Line manager responsibilities when appropriate to the project
- Provide clear, unambiguous guidance, setting objectives and anticipated outcomes when working with project teams and supporting officers from other teams.
- Create and manage project roadmaps and plans to ensure to provide clear framework and timelines
- Act as Key Controller and key policy owner for the Housing Operations Service
- Keep current and comprehensive records .
- Manage change projects and initiatives using Systems Thinking approaches (or similar) and Prince2 programme management principles (or similar)
- Regular feedback and performance updates, in report form and presenting to senior management team

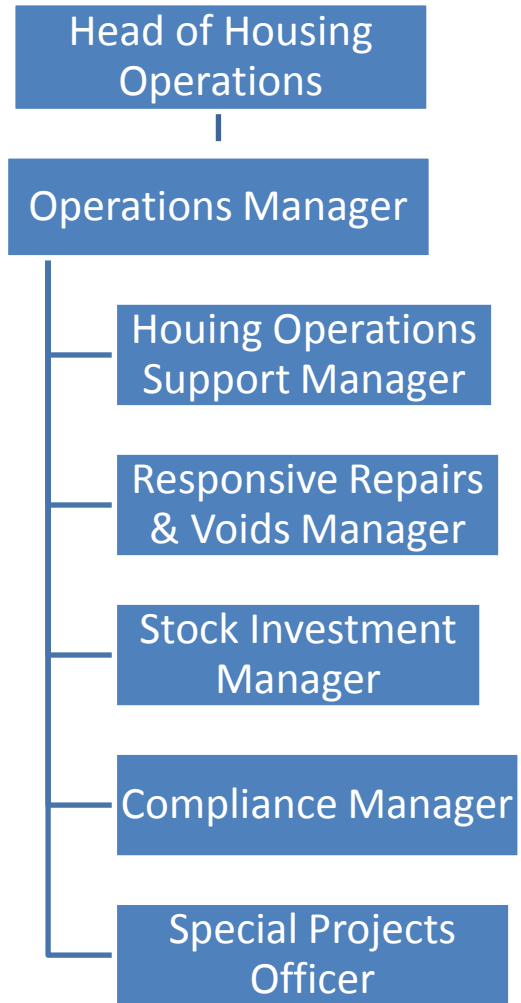
CUSTOMERS AND CONTACTS

INTERNAL

- All staff including Management Board, Executive members including portfolio holders for Housing Services and ward members

EXTERNAL

- Members of the public, tenants, leaseholders, tenant and resident groups, contractors, service providers and other agencies and partners.



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form marked A or A/I to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Project management and or Business continuous Improvement qualification	A/I/C		A/I/C
	Educated to HNC level or equivalent by experience	A/I/C	Knowledge of housing management computer systems	A/I
	A track record of managing and successful delivering projects to maximise income generation and service delivery efficiencies	A/I	Experience of social housing	A/I
	Intermediate Microsoft Office IT skills including word processing and excel spreadsheets	A/I		
KNOWLEDGE /TECHNICAL SKILLS	Experience of working with customers in a variety channels (face to face, email or telephone) in a fast paced and dynamic customer centric environment.	A/I	Awareness of Safeguarding	A/I
	Experience of budgetary and financial management	A/I	Knowledge of process improvement methodologies	A/I
	A self starter who has experience of working with customers and stakeholders to challenge the status quo and shape service delivery.	A/I	Experience of public sector procurement	A/I
	Experience of coordination and management of multiple stakeholders	A/I	Experience of management of a team	A/I

	who may have competing priorities			
COMMUNICATION	Ability to keep accurate records in order to disseminate key information	A/I	Experience of negotiation in order to reach mutually beneficial outcomes	A/I
	Ability to encourage open discussion and feedback amongst team or stakeholders	A/I		
	Demonstrable the ability produce high quality written reports and presentation skills	I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I	Ability to contribute ideas to improve Customer Service	A/I
	Exhibit the ability to identify and meet customer needs and expectations	A/I	Demonstrable experience of being a catalyst for change in order to bring about service and performance improvements	A/I
	Experience of taking ownership of issues and queries ensuring that they are followed through to the conclusion achieving a high quality resolution.	A/I		
TEAM WORKING	Experience of developing and maintaining constructive and productive internal/external relationships.	A/I	Show the ability to delegate effectively to others	A/I
	Ability to use resources efficiently and effectively in order to achieve goals and targets	A/I	Have experience in positively influencing how a team works together	A/I
	Experience of providing clear and measurable outcomes, keeping a rigorous	A/I		

	focus on whether they are being achieved			
CAN DO APPROACH / ACHIEVING RESULTS	Ability to support and provide clarity to individuals to deliver excellent results or providing assistance and support if performance fails	A/I	Ability to develop clear, SMART plans which detail performance targets, resource requirements within in specific timeframes in order to achieve required targets.	A/I
	Ability to constructively challenge - existing working practices or the status quo in order to drive service improvement to improve performance of the service delivery	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		
	Full and valid driving license and use of a car during working hours	A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Special Projects Officer	Post no:	HF38
Service:	Housing Operations	JE score:	342
Team:	Property Service Team	Pay band:	6
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	3	
	Customer Service:	3	
	Team Working:	3	
	Managing Self and Others:	3	
	Can do approach/Results	3	
REVIEWED BY:	Heather Rigg	DATE:	March 2021
CHECKED IN:	Human Resources	DATE:	March 2021

