

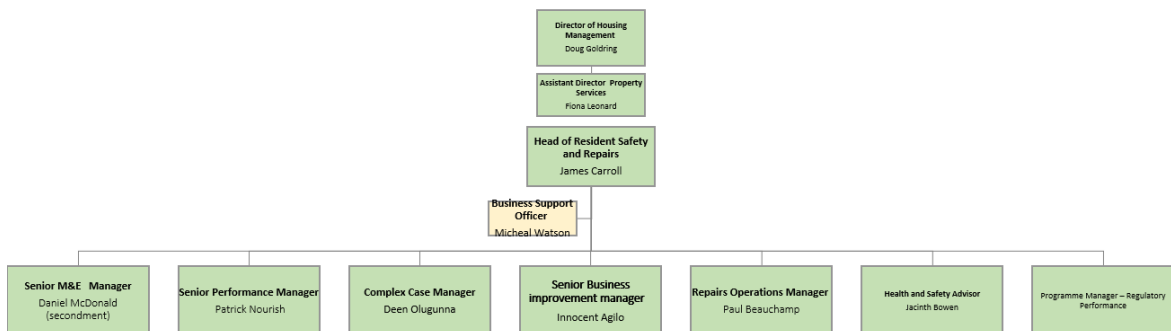
JOB DESCRIPTION

Job Title	Programme Manager – Regulatory Performance Manager
Department	Housing Management
Section or Service	Property Services
Grade	I

DESIGNATION:

Responsible to:	James Carroll – Head of Resident Safety & Repairs
Employees directly supervised (if applicable):	Project Manager – Special Projects Special Projects Coordinator
Family Tree	

Housing Management – Property Services – Resident Safety and Repairs



1. JOB PURPOSE:

1. To provide effective programme management leadership and service transformation to defined areas of focus within the repairs and compliance service.
2. To ensure RBKC's response to reports of damp and mould, aligns with our legal and statutory commitments under Awaab's Law and ensure that we take a resident focused approach.
3. To lead service reviews as required by the Head of Resident Safety and Repairs, or the Assistant Director of Property Services.
4. To work innovatively with the Council, residents and other key strategic partners to achieve the best outcome for our residents.
5. To help embed an outcome-based approach to issue resolution, working closely with colleagues within the Property Services team and the wider Housing Management team.
6. To ensure the model of service delivery meets the challenges of changes in regulation and consumer standards implemented as part of the Social Housing (Regulation) Act 2023.

2. DESCRIPTION OF DUTIES:

1. To lead on improving our response to reports of damp and mould; ensuring that we adopt a resident-focused approach, timely and effective service delivery model, that meets resident expectations and is compliant with legislation.
2. Systematically review our services in conjunction with the service improvement team to ensure that the operational model is effective and compliant.
3. Through creativity, expertise and collaboration, identify, lead, manage and drive the changes required to improve service delivery.
4. To ensure delivery is in line with budgetary and time constraints.
5. Develop and nurture strong, positive relationships with key stakeholders to ensure engagement and delivery of change.
6. Work with and support Project Boards and other assurance forums as required. Provide timely reporting to demonstrate strong governance and oversight of service delivery.
7. Lead or review the outputs from surveys, project and programme reviews to look for opportunities to improve methods, training and guidance.
8. Proactively seek out and tackle issues that will prevent the delivery of business benefits, facilitating open communication and discussion between stakeholders.
9. Undertake trouble-shooting activities on projects as required by analysing the problem and putting in place the appropriate corrective action.
10. To be a visible and engaging leader, promoting partnership working and collaboration across the Council.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Programme Manager – Regulatory Compliance
-------------------	---

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Essential: Knowledge & Experience: • A thorough knowledge of the principles of effective change management in a public sector / housing environment • Proven understanding of all aspects of Housing Management in terms of the how services interrelate and good practice outcomes • Proven substantial experience of interrogating and analysing data, feedback and customer experiences to provide recommendations for change • Experience of producing and presenting information to a wide range of audiences, including members and senior leaders • Excellent inter personal skills that generate a positive approach and can-do attitude amongst colleagues. • Experience of delivering innovative and solution focused outcomes to complex housing management issues. • Ability to present and project ideas with sufficient gravitas. • Knowledge of strategy, legislation, policy development and risk management within a social housing context. • Excellent written and IT skills to ensure effective communication, including report writing for a range of audiences • Ability to effectively build partnerships with colleagues, and to challenge, support, influence and engage management and peers. • Ability to make sound decisions based on the analysis of the information and deliver solutions

C	Skills; Experience and Attitude Essential: • Resident focused; collaborative with a systematic approach to driving change • Programme management experience – ability to engage and collaborate with a wide range of colleagues, stakeholders and residents to produce outcome-based coordinated plans. • In-depth understanding of damp and mould, and the implications of Awaab's Law.
---	---

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour:

	• I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.