



## Job Description

Role title	<b>Head of Fire Remediation Projects</b>	Directorate	Property and Asset Management
Level	People Manager	Department	Asset Compliance

Accountable to	Director of Asset Compliance
Accountable for:	Financial: £20m per annum People: Special Projects Manager, Project Managers x 3, Commercial Manager, Quality Control Manager

### **Job purpose:**

The Fire Safety Remediation Works is a strategic programme that plays a pivotal role in delivering the vision of Optivo's Building & Fire Safety Transformation Programme, and therefore achieving priority one of our Strategic Plan.

Accountable to the Director of Asset Compliance and the Strategic Fire Safety Board, the post holder will be responsible for the overall management of the remediation budget, construction quality and efficient delivery of the planned programmes of works.

### **Principal accountabilities:**

1.	To effectively manage the delivery of all aspects of the fire safety remediation programme including but not limited to the development and execution of the programme delivery strategy, health and safety policy, commercial and supply chain strategies, financials and the management of resident communications.
2.	To ensure alignment with the project business case regarding achievement of objectives, delivery of works, resource allocations, management of budget and benefits realisation to the business.
3.	Responsible for the quality of the remediation work undertaken to ensure that buildings are compliant with current and upcoming building regulations and demonstrate the application of industry best practices.
4.	Effectively negotiate, appoint and manage contracts to achieve value for money, in line with Optivo's procurement procedures and delegated authorities.
5.	Internally - To forge and maintain relationships across the organisation that will lead to efficiencies and better ways of working. Externally - to establish working relationships with contractors, local authorities, Fire and Rescue Services, Building Regulator/HSE and other stakeholders.
6.	Develop a close working relationship with the Head of Fire Safety and Special Projects & Head of Asset Compliance to aid the development of Building Safety Cases.
7.	Liaise with the Head of Fire Safety & Special Projects to regularly review the Intrusive Surveys and Interim Measure programme of work, survey findings and building prioritisation.

8.	To ensure governance and reporting is complied with at all times in line with the current programme management framework. Produce reports as required for the Strategic Fire Safety Board and other stakeholders.
9.	To assist in the planning, cost maintenance and improvements to Optivo stock over the lifetime of the business with the Head of Strategic Asset Management.
10.	To ensure the correct processes, procedures and policies are in place to maintain/improve the safety of our residents and contractors throughout construction delivery.
11.	To participate in projects focused on improving communications and engagement with our residents throughout the duration of this programme.
12.	To monitor and keep accurate records of progress on site, including a record of any variations, snagging and health and safety records.
13.	Accurately update Orchard, APEX and any other relevant system on the progress of all jobs. Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM.
14.	Staying abreast of legislative changes and to identify and take appropriate action to manage risks that may impact the organisation.
<b><u>People Manager principal accountabilities:</u></b>	
15.	Inspire, lead and be a role model, consistently demonstrating the Optivo culture and values
16.	Manage, motivate, support, and develop the team, leading by example to ensure excellent services are provided in line with organisational policies.
17.	Champion resident focus and ensure your team and others put residents at the heart of all they do.
<b><u>Relationships:</u></b> Internal: Asset Compliance Team Property Services Development Team Housing Management Corporate Health & Safety team Communications Team Public Affairs & Corporate Research Team  External: Contractors/Consultants London & Regional Fire Brigades Residents MHCLG Professional Organisations (e.g. RICS)	
<b><u>Person specification:</u></b>	
<b>Knowledge, skills and abilities:</b>	
1	<ul style="list-style-type: none"> <li>• Excellent track record of contract management</li> <li>• Excellent track record of delivery programmes of work</li> <li>• Excellent team leadership record</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding of the issues involved in fire safety, building safety cases and remediation projects and experienced in the management of the delivery of remediation programme from commencement to completion</li> <li>• RICS or relevant professional qualifications</li> <li>• Comprehensive understanding of project management principles and risk analysis skills</li> <li>• A proven track record of managing a customer facing service where customer satisfaction was at the heart of the operation</li> <li>• A proven track record of accepting responsibility and accountability for significant management decisions</li> <li>• A proven ability to understand and interpret financial information to inform decisions that minimise risk and lead to the delivery of efficient, value for money services</li> <li>• Demonstrable experience of effectively managing, motivating and inspiring staff and consultants, focusing them on successful outcomes</li> <li>• Strong interpersonal skills coupled with a 'can do' attitude</li> <li>• A wider understanding of environmental legislation and local and national initiatives</li> <li>• Evidence of continuing professional development.</li> <li>• Experience of analysis of data and the development of policy/strategy</li> <li>• Experience of successful multi-functional and departmental collaboration and co-operation.</li> </ul>
2	<p><b><u>Skills</u></b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills, ability to communicate clearly and effectively both orally and in written reports</li> <li>• Ability to use the appropriate IT tools to produce reports, documents, emails, including using Excel and Word to compile reports for different audiences</li> <li>• Can communicate answers and solutions confidently to customers/colleagues face to face, by phone and by writing in customer friendly language.</li> <li>• Presenting complex proposals in a clear, transparent way that is easily understood at all levels</li> <li>• Solution focused, ability to create innovative solutions</li> <li>• Strong negotiating and influencing skills, be persuasive and diplomatic while remaining independent</li> <li>• Organised and methodical approach to work</li> <li>• Excellent contract management skills</li> <li>• Excellent budget management and controls</li> <li>• Proactively managing time and resources to deliver remediation programme</li> <li>• Meets targets and deadlines, showing persistence and determination when setbacks occur</li> <li>• Works with others within and outside the department to achieve results</li> <li>• Manages change effectively; understands the needs for continuous improvement and plays an active role in delivering successful change</li> </ul>

3	<p><b><u>Abilities</u></b></p> <ul style="list-style-type: none"> <li>• Able to forward plan a number of projects and demonstrate accuracy through the delivery</li> <li>• Able to analyse data to identify trends and priorities.</li> <li>• Able to manage the workload of staff and prioritise tasks.</li> <li>• Self-motivated with high energy and enthusiasm.</li> <li>• Pragmatic, creative approach to problem solving, can quickly identify and evaluate problems to reach a solution.</li> <li>• Able to manage a flexible and demanding workload to meet agreed targets and deadlines.</li> <li>• Decisive and can distinguish when to be flexible and when to be firm</li> <li>• Ability to undertake site visits, which may include working at heights/use of ladders etc.</li> <li>• Ability to develop and deliver new ideas and initiatives. Adopt an innovative and creative approach to issues.</li> <li>• Ability to establish appropriate working relationships with the contractors and other staff.</li> <li>• Motivate and develop staff to deliver an excellent service</li> <li>• Understanding principles and practice of equality and customer care in delivering effective services. Commitment to providing a high-quality service to all customers.</li> <li>• Have good judgement, to decide when to insist on corrections, when to persuade or negotiate, and when to compromise</li> <li>• Able to carry out audits and present findings</li> <li>• Understands the implications of health and safety requirements and regulations and there practical application in the workplace and construction site.</li> <li>• Has full knowledge and application of the legislation, policy, regulatory and technical frameworks relating to large building works programmes and can provide advice and guidance to others on most complex cases</li> <li>• Analyses information logically and comes to objective judgements</li> </ul>
	<p><b><u>Behavioural competencies:</u></b></p> <p>I will demonstrate Optivo's C.O.R.E. behavioural competencies at the level associated with my job role. Please refer to our C.O.R.E. competencies grid.</p>
	<p><b><u>My health and safety obligations</u></b></p> <p>In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a staff member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.</p>
	<p><b><u>My data protection obligations</u></b></p> <p>In my role, I have a duty to maintain the security and privacy of personal information of residents and colleagues. I will be familiar with the requirements of current Data Protection legislation and will take care to enter accurate, complete and compliant data in to our systems. I understand it is everybody's responsibility to resolve data inaccuracies as and when they are found.</p>

### **Further relevant information**

Travel between sites will be a requirement for this role. Hold a full driving licence with access to own vehicle (Essential).

The post holder will be required to take part in providing an out of hours service. You'll be provided with details of the rota and out of hours pay arrangements.

DBS Safeguarding clearances are required for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times and I am expected to carry out other duties from time to time, which are broadly consistent with those described