Job Profile

JOB TITLE:	**Works Insight and Programme Manager**
GRADE:	**POB**
POST NUMBER:	**30987**
JOB TIER:	**4 (Manager)**
DBS CHECK:	**Standard**
DIRECTORATE:	**Residents Services**
SERVICE:	**Housing, Planned Works & Facilities / Adaptations and Works**
Reports to:	**Adaptations and Works Insight Manager**
Direct Reports:	**3**
Indirect Reports:	**5**

Note: This job description is not intended to be an exhaustive list of duties. Other reasonable duties commensurate with the grade of the post may be required, including support to emergency or priority situations.

Role Purpose

The Works Insight and Programme Manager is a management role responsible for coordinating and overseeing works programmes across operational assets, ensuring that programmes are planned, monitored and delivered in line with agreed priorities, budgets and compliance requirements.

The role supports the Adaptations and Works Insight Manager by providing programme-level oversight, insight and performance management, with a strong focus on resolving complex issues, managing interdependencies and ensuring accurate, auditable programme data.

The post holder is responsible for ensuring that all programme, performance and financial information is accurately maintained across core systems, including One

Serve, Compliance 365 and Oracle, supporting effective decision‑making, assurance and reporting.

The role is both Civic Centre-based and site-based, requiring regular engagement with operational teams, contractors and assets.

A. Job Description

1. Resident & Community Contribution

- Support the effective coordination and delivery of works programmes that improve asset safety, quality and service standards for residents and building users.
- Ensure programme delivery minimises disruption and supports timely responses to issues, enquiries and complaints raised by residents or service users.
- Provide clear, accurate information to support positive customer outcomes and service transparency.
- To demonstrate understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- To be responsible for the selection, development and performance of the Works Insight and Programmes team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To be responsible for maintaining a safe and healthy working environment in line with Health & Safety at Work Act (1974).
- Support operational teams, surveyors and managers by ensuring programme information, risks, issues and performance data are communicated clearly and promptly.
- Work collaboratively with internal colleagues and contractors to support effective delivery and operational performance.

3. Operational Service Delivery

- Manage and coordinate works programmes across operational assets, ensuring delivery aligns with agreed scopes, priorities and timescales.
- Monitor programme progress, risks, dependencies and milestones, escalating issues where required.
- Act as a key escalation point for complex, high risk or cross-cutting programme issues, supporting resolution and recovery actions.

- Work closely with operational teams, surveyors and contractors to ensure programmes remain on track.
- Support effective programme related complaint handling, ensuring timely responses and appropriate escalation.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.
- Develop and maintain programme insight using performance data, trends and intelligence.
- Identify opportunities for service improvement and more effective programme delivery.
- Contribute to service reviews, planning discussions and programme development.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Support programme budget management by monitoring spend, forecasts and commitments.
- Raise and manage purchase orders within Oracle in line with approved programmes and procedures.
- Track expenditure against programme budgets and identify potential variances or pressures.
- Support financial reporting and assurance for works programmes.
- Maintain accurate financial records to support governance, forecasting and audit requirements.

6. Service Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Use insight and performance intelligence to identify risks, recurring issues and improvement opportunities.
- Promote continuous improvement in programme management, data quality and delivery outcomes.
- Support audits, inspections and internal reviews, ensuring programme documentation and systems are audit ready.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. To include who the contacts are and nature of interaction.
- **Internal contacts:** Programme managers, surveyors, compliance teams, housing teams, customer services, corporate property, finance, procurement and senior officers.
- **External contacts:** Contractors, consultants, suppliers, residents, Members and other stakeholders involved in works programme delivery.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- You may be required to undertake periods of on call which are related to your role.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- Programme delivery against agreed scopes, milestones and timescales. Accuracy, quality and completeness of programme data within OneServe, Compliance 365 and Oracle.
- Timeliness and quality of reporting to senior managers and stakeholders. Effective management of risks, issues and programme escalations.
- Financial performance including accurate forecasting and spend tracking.
- Timely and accurate handling of complaints, enquiries and Member requests.

B. Person Specification

Contract Manager (Planned Works)

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Relevant technical qualification in construction, building services or a related discipline, or equivalent experience.	✓	
Evidence of continued professional development.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Ability to work flexibly across Civic Centre and site locations.	✓	
Valid UK driving licence or ability to travel independently.	✓	
3. EXPERIENCE	**ESSENTIAL** ✓	**DESIRABLE** ✓
Experience managing or coordinating works or improvement programmes within housing, property or operational asset environments.	✓	
Experience using systems to manage programme, performance or compliance data.	✓	
Experience supporting budget monitoring and financial control for programmes.	✓	
Experience resolving complex delivery or performance issues.	✓	
4. KNOWLEDGE & SKILLS	**ESSENTIAL** ✓	**DESIRABLE** ✓
Knowledge of programme and works management principles.	✓	
Strong analytical and reporting skills.	✓	
Competent IT skills, including OneServe, Compliance 365 and Oracle.	✓	
Strong communication and stakeholder engagement skills.	✓	
5. COMPETENCES	**ESSENTIAL**	**DESIRABLE**
“Can do” positive attitude		

Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Confident decision-maker in operational and on-site environments. Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.

Open and honest
We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.