



CAMPBELL  
TICKELL

# Assistant Director of Planned Maintenance & Asset Management

## Assistant Director of Repairs & Maintenance Services



Recruitment pack | December 2024



**We think Hackney is a great place to live and work. It is brilliantly diverse and is an aspirational, innovative and creative Borough.**



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# Your application



## Thanks for your interest in these two roles: Assistant Director of Planned Maintenance & Asset Management; Assistant Director of Repairs & Maintenance Services

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the Borough, directorate, and the roles. After you have done that, you will probably want to speak to one of us, so that we can talk through your offer and get a sense of how that aligns to what Hackney is seeking.

### To apply, we will need the following from you:

- A CV, make sure this confirms your current/most recent roles (you can sum up earlier roles, say before the last 15 years), tell us about your achievements so we get a picture of your skills and experience, and try to keep it to two pages or three at most;
- A personal statement, we want to hear about your motivation, why this role/organisation, and you will also want to evidence how relevant your offer is to the role specification; again ideally in two to three pages; and
- Complete the declaration, which is accessible via our [live jobs page](#), which is where you can also upload your application.

You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call **020 3434 0990**.

Please ensure we receive your application in good time. The role closes at **9am, Tuesday 7th January 2025**.

We look forward to discussing this opportunity with you.

Best regards

**Isabella Ajilore**  
Search Consultant

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Director

**07904 497 016**  
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# Welcome



I am so pleased you are taking a look at these opportunities to join the housing team at Hackney.

You probably won't be surprised to hear that there is lots to do! But I hope as you read this pack and get a better feel for where we are at, that you will also see that there is a good foundation to build upon. We are a large and multi-skilled directorate delivering a full range of property and housing services across a portfolio of mixed tenures for around 30,000 homes. Housing remains central to the Council's vision for a fairer, safer, and more sustainable Hackney.

These two leadership posts will be central in continuing to drive forward improvement in services and the quality and safety of our homes. We are continuing to modernise housing and property services to ensure we can deliver effective and community-based services. Our transformation work is key to our modernisation agenda. The two Assistant Director will be key in enabling our Housing Property Services teams to deliver on our strategic priorities.

We will welcome your enthusiasm, collaborative style, and commitment to be solutions-focused. For both roles you will need to offer a senior track record in housing. You will appreciate that the Social Housing Regulation Act, and the recent raft of building safety legislation presents us with a very clear framework to continue our work in ensuring an integrated and positive service experience for our residents. Consumer regulation will also help us to further focus our approach to resident engagement with our newly launched strategy, so that residents can have material influence in how we design, deliver and are accountable for housing services.

While safe, stable, and affordable homes are not available to everyone, we will continue to work hard to play a crucial role in tackling the housing crisis in Hackney.

There is strong Member support for an efficient and responsive in-house housing directorate that puts residents at the heart of all we do. Our Mayor, Caroline Woodley and the Cabinet lead for housing services and resident participation, Cllr Clayeon McKenzie, take an avid interest in our directorate and we value their inputs and insights. In these roles you too will access senior officers and Members. We work closely, with open dialogue and discussion on both challenge and opportunity, and this is a further demonstration of just how influential and impactful these postholders will be. Not just within the housing directorate, but across all parts of the Council - as we know the crucial role that housing plays in an inclusive economy. I hope this appeals. Yes, these are big roles, but I hope you have been able to start to visualise how you can be the one that makes the difference.

Warm regards

*Kain*

**Kain Roach**  
Operations Director Property Services

# About housing at Hackney



## Our housing priorities

The Mayor of Hackney has set out a series of priorities that provide direction for the Council over the next four years. They are:

- Fairer: Working and campaigning to keep Hackney a place for everyone with genuinely affordable homes, job opportunities, and excellent schools; where everyone can play a part, and where tackling inequality is at the heart of what we do.
- Safer: Making Hackney a place where everyone can feel healthy and safe, at home, at work, and on streets, parks, and estates.
- More sustainable: Making Hackney an economically and environmentally sustainable place, with strong, cohesive, and diverse communities.

Sitting under these broad priorities is the Mayor's vision that everyone in Hackney has a good quality, safe, stable and affordable home. It builds on what residents have told us, and also recognises the contribution that the Council can make towards creating and maintaining strong communities, and improving the health and wellbeing of residents.

Hackney Council is responsible for the homes of a significant proportion of residents living in the Borough, with around 20,000 tenanted and 10,000 leasehold properties. Our **asset strategy** is still current, but is kept under review given the movement on building safety legislation etc. We have recently refreshed our approach to resident engagement, working with residents to consider how we plan, design, and deliver our services. Residents who live in our homes need to be confident that we are listening to, and acting upon their feedback and you can read more about our approach in our new **resident engagement strategy**.

## Our housing directorate

You will find a structure chart for the directorate further on in this pack and will see both of these posts, along with the Assistant Director of Building Safety report to a single leader, which helps ensure we take a joined-up and collaborative approach to all that we do across Property Services.

With more than 650 staff in our directorate, working across a wide range of roles and functions, our focus on culture is key. So, we have been working hard to ensure our staff are empowered and equipped to deliver and feel valued. We want to push further in ensuring a culture that is empathetic, customer-centric, and provides clarity on what the Council can do. Efficiency and value for money needs to inform all that we do, given the heightened financial crisis. So, we welcome leaders in our team who can combine professional insight into their respective areas of expertise, as well as highly effective people skills and a solutions-focused approach.

You will be aware that the cyber-attack at the Council in 2020 had a devastating impact on our systems. We have been in recovery since this incident, and are now moving towards the design and implementation of an integrated tenancy and property management system. This means that our new colleagues will be crucial to ensuring we get what we need from this investment in a new system, as well as supporting staff and managing resources to carry us through this period of transition. There is strong recognition that data collection, analysis and use across our directorate needs to improve. Many of the priorities in the housing directorate will require strong focus on data and intelligence to improve our performance in areas such as income collection, repairs and procurement of capital works. Our housing portfolio can be complex since it covers a huge variety of home types, and with around 80,000 repairs each year, housing stock information is crucial to improve our performance. So, as well as investment in systems, we are also investing in a more comprehensive stock survey since this work was delayed over the period of the pandemic.



We have made good progress over the last two years. Our directorate staff have been brilliant, stepping up to make a real difference, particularly for our residents that need more. We won the “Council of the Year” for housing services at the UK Housing Award 2020, so there are good foundations to build upon. Within the directorate there is commitment and dedication to keep moving forward, picking up the pace to ensure we continue to make a positive impact on homes and people in Hackney.

### **Our Borough**

We think Hackney is a very special place. It is a great place to live and work. It is brilliantly diverse in its people, communities and neighbourhoods; and you see that in the broadest range of restaurants, cultural venues, markets and public/green space. It is an aspirational, innovative and creative Borough.

In this cosmopolitan part of London, we are focused on ensuring a shared sense of fairness, citizenship and social responsibility. With an estimated population of 273,526 residents, a figure which is projected to increase to 320,000 by 2033, we are one of the most densely populated of London’s boroughs, with almost one fifth of Hackney residents aged between 20 and 29.

The housing crisis in Hackney is typified by a severe shortage of affordable homes either for sale or rent. Increased overcrowding and homelessness threatens the very nature of the mixed and sustainable neighbourhoods of which we are so proud. Our Local Plan sets out the need to build 26,000 additional new homes by 2033, and a recent Mayoral commitment is to ensure the delivery by the Council of 1,000 new affordable homes over the next three years.

Despite the challenging external environment, we have continued to make good progress in a number of areas. We have delivered over 800 new homes in the Borough. In addition, following a successful pilot, we have launched the Hackney Living Rent company which is aimed at private renters on middle incomes that wouldn’t normally qualify for social housing, but still need an affordable option or need the capacity that a reduced rent provides to save up for a deposit. Through continued campaigning, restrictions around Right to Buy receipts and the HRA borrowing cap have been lifted, giving us more flexibility to deliver social housing.

We will also look to maximise the value of our estate, to provide investment in public infrastructure, create high quality neighbourhoods that are child-friendly and affordable workspace to support the development of businesses. There is work to be done to address economic polarisation, closing the gap between the poorest and wealthiest and harnessing economic growth for all our citizens as part of our inclusive economy strategy. This will ensure that everyone benefits from economic growth and rebuilding of a better Hackney.

The current economic crisis is hitting hard, but in the Housing team we are energised about the hugely important role that we play in realising the Borough’s aspirations. We are continuing to invest in Hackney to make it fairer, safer and more sustainable. Our new colleagues for Assistant Director of Planned Maintenance & Asset Management and Assistant Director of Repairs & Maintenance Services, will all be a crucial part of delivering on that investment.

## Role profile (i) Assistant Director of Planned Maintenance & Asset Management



**Line manager:** Operations Director, Property Services

**Line manages:** Head of Planned Works;  
Head of Strategic Asset Management; Head of Contract Management

### Overview of the role

You will lead our asset management strategy and delivery of planned and capital works across our housing portfolio of circa 30,000 homes. The strategy will need to prioritise safety and also support our ambitions to move towards net zero, which will be a challenging balance requiring close financial and project management of resources.

The annual capital delivery programme is circa £50m and you will lead your team to deliver this in a resident focused way, driving best value and ensuring social value through supply chain management and delivery.

You will work closely with the Operations Director and two other Assistant Directors to ensure compliance with consumer standards and regulation, particularly focusing on health and safety of residents, buildings and our staff and contractors.

### Role purpose

- Lead all aspects of Planned Maintenance and Asset Management services including the planning and delivery of major works programmes, planned and preventative maintenance programmes, contractor management, and the wider and more holistic use of assets including retention and investment, disposal and rationalisation, and reconfiguration; taking account of supply/demand, estate conditions and neighbourhood profiling.
- As a member of the Housing Services senior management team to contribute to the joint leadership and management of the housing service, modelling the behaviours expected of senior management and collaboratively working to deliver the vision and mission of the directorate.
- Provide effective leadership and management that will contribute to the continuous improvement of the Council.
- Actively contribute to Council-wide and directorate initiatives that will achieve and implement the Mayor's priorities and corporate objectives.
- Provide strategic direction and leadership of the Planned Maintenance and Asset Management Division.
- Develop and strengthen the links between the Council's Building Maintenance department and the Planned and Asset Management department.
- Deputise for the Operations Director of Property Services as and when required.





### Key responsibilities

1. To be the Assistant Director Planned Maintenance and Asset Management with direct responsibility for the leadership and management of the following services:
  - a. Asset Management
  - b. Contract Management
  - c. Management of Consultants
  - d. Management of Contractors
  - e. Budget Control, to provide detailed 5-year work and budget proposals and support the long-term development of the 30-year HRA business plan
  - f. Procurement
  - g. Asbestos, Fire Risk, CDM regulations, and Health and Safety in respect of design and delivery of major works to the Council's housing stock
  - h. Managing the HRA asset database
  - i. Resident Liaison
  - j. Estate Design
  - k. Major, planned and preventative works.
  - l. Specialist Works
  - m. Energy and Sustainability
2. To prepare and deliver an Asset Management Strategy (including strategies for Energy Conservation and Sustainability) for the housing Service, taking into account supply/demand, neighbourhood profiling, procurement, education and training and future investment needs.
3. To undertake strategic options appraisals of the Council's assets to include retention/ investment, disposal and rationalisation, and reconfiguration.
4. To develop best practice procurement and contract management strategies for the Property Services Division that achieves best value for money and are in accordance with corporate guidelines.
5. To develop project management strategies, to identify and allocate appropriate internal technical resources or commission external consultants to carry out the design, project management and other technical functions for the repair, maintenance, renewal and improvement of the housing stock.
6. To be responsible for planning and commissioning major works and planned preventative works to the Council's housing stock.
7. To be responsible for all health and safety matters within the Divisions' services including CDM, fire risk assessments and fire safety, asbestos, and the Council's responsibilities for the health and safety of employees, contractors and the public.
8. To be responsible for the development of a relevant consultation strategy arising out of major works and planned preventative programmes that align with the Council's resident engagement strategy.
9. To ensure that appropriate measures are taken to fully consult leaseholders on planned works affecting their homes, including providing estimates and costings and providing information in order for Section 20 Notices to ensure full contributions of delivery are ensured for planned works.



10. To periodically commission in accordance with best practice, a comprehensive stock condition survey identifying future investment needs and priorities and ensure a comprehensive stock database is implemented and kept up to date.
11. To be contractually responsible as 'Client Representative' for all projects undertaken within the Division.
12. To lead the development of a Property and Asset Management Business Plan, identifying at the earliest stage any potential failures or variances and taking suitable remedial action.
13. To be responsible for the annual Capital Programme expenditure (circa £50m p/a) for tasks allocated to the Division.

#### **General accountabilities**

14. Model the attitudes and behaviours expected from senior staff consistent with commitment to core values and organisational beliefs.
15. Be responsible for all relevant statutory and regulatory requirements within the scope of the service, including those applicable to the health and safety of residents, staff and contractors.
16. Exercise effective financial management and control of budgets and projects. Achieve the required performance standards and ensure budgetary matters (including budget strategy and monitoring) are in accordance with agreed priorities.
17. Exercise effective human resource management and control in line with LB Hackney's personnel policies and practices. Foster excellent industrial relations through engagement with all represented unions.

18. Be responsible for procuring and tendering services where appropriate (including partnering arrangements) in line with LB Hackney's corporate procurement strategies and rules. Act as client for such arrangements when in place.
19. Ensure accountability in the management of complex case work and that performance management is robust in respect of direct reports and in the culture of the organisation as a whole.
20. Ensure high levels of customer satisfaction across the customer base, particularly in respect of global majority groups.
21. Secure confidentiality of employee and resident data at all times with due regard to Data Protection requirements.

#### **Corporate accountabilities**

##### **Corporate responsibilities**

22. Actively contribute to the leadership of the Council in a way that promotes a 'one organisation' approach.
23. Develop and maintain positive relationships with elected members to ensure the Directorate and divisional strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
24. To promote equality among all staff, and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.
25. Participate in the GOLD rota as directed by the Director to ensure emergency planning and business contingency arrangements are in place throughout the Council.



### Service

26. Actively consider new and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
27. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches.
28. Ensure there is effective integration of related services within and across Directorate and the Council, ensure the contribution of partner and contractor organisations is appropriately harnessed.
29. The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees, for which no additional payment will be given.
30. The post holder will be expected to undertake additional duties or responsibilities consistent with the role.

### People

31. Work collaboratively with the Council's partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy.
32. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
33. Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.

### Finance

34. Develop financial strategies and plans/budgets that support effective delivery of strategic priorities.
35. Monitor-the-service-budget and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
36. Hold managers to account to provide services that are delivered or procured that present value for money.

A leadership role profile cannot feasibly cover every issue which may arise, and the postholder is expected to be sufficiently flexible to carry out other duties as required.

## Person specification (i) Assistant Director of Planned Maintenance & Asset Management



### Experience, knowledge and qualifications

- a. A relevant minimum professional qualification e.g. Chartered Member/Fellow of Royal Institute of Chartered Surveyors (RICS), Chartered member of Chartered Institute of Building (CIOB).
- b. Evidence of specialist knowledge of building safety/ fire safety with relevant qualification or experience.
- c. Experience of individual leadership at a senior level and responsibility for the achievement of results and performance of the service.
- d. A track record of improving resident safety, reducing risk, increasing asset compliance, and raising awareness of fire safety and related issues.
- e. Experience of working within an asset management environment within a local authority or similar organisation providing affordable residential housing.
- f. Up to date knowledge and understanding of relevant legislation, regulatory frameworks and financial outlook, particularly in relation to health and safety, residential social landlords and local government.
- g. Detailed knowledge of the regulatory and policy environment for social landlords and the full range of safety issues needing to be addressed (legionella, asbestos, gas safety, compartmentation, etc.)
- h. Sound understanding of building construction, safety features, and best practice for health and safety across all relevant environment (resident properties, communal areas, etc.)
- i. Clear understanding of contract management, compliance, and management
- j. Up to date knowledge of IT systems and other digital solutions associated with asset management and the retention of information relating to buildings
- k. Track record of financial management and accountability, including budget setting, monitoring and control with a strong emphasis on the effective implementation of systems.
- l. Experience of leading the tendering and procurement of significant work streams, ensuring all documentation was produced, risks were assessed, and work was won and/or purchased on a sustainable basis.

### Skills and abilities

- m. Excellent written, presentation and communication skills and the ability to present complex information in a clear and persuasive manner.
- n. Ability to work effectively under pressure and manage both long and short term work stresses and priorities.
- o. Ability to work collaboratively, flexibly, and constructively, and exhibit this ethos in all their dealings with residents, colleagues, and partners.
- p. Ability to make decisions and be accountable for them. Have a positive can-do attitude where problems are seen as challenges which can be overcome.
- q. Ability to constructively challenge the ways things are done where there is evidence that it impedes service delivery in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.
- r. Ability to work effectively with a wide range of internal and external stakeholders.



### Personal attributes

- s. Builds high levels of trust and collaboration.
- t. Committed to equality and inclusion, champions diversity.
- u. Resilient, able to work under pressure and with flexibility.
- v. Champions innovation, welcomes new ideas and fresh perspectives.
- w. Operates with a high degree of personal and professional integrity, supports transparency, openness, and accountability.
- x. Works with a high degree of tact, diplomacy, nuance and emotional intelligence.
- y. Actively role models expected leadership behaviours.

### Corporate requirements

- z. Commitment to LB Hackney's core vision and values.
- aa. Commitment to a culture of learning, development, and empowerment across the organisation.
- bb. Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity.
- cc. Commitment to team working.



# Role profile (ii) Assistant Director of Repairs & Maintenance Services

**Line manager:** Operations Director, Property Services

**Line manages:** Head of Repairs & Voids; Head of Surveying & Minor Works; Head of Service Support

## Overview of the role

You will be responsible for leading our inhouse team and delivering through supply chain contractors to provide customer focused, reliable and timely repairs and maintenance services.

The majority of our DLO workforce of 170 trade operatives will be lead by you and your teams across repairs, voids, grounds maintenance, and minor works including damp & mould and disrepair cases.

Strong financial and commercial acumen is important in this role to manage the challenge of high demand services and balancing the HRA revenue budget for repairs. You will manage circa £30m of repairs and maintenance service delivery to ensure quality services that represent value for money.

Positive stakeholder engagement is a key requirement of this role, first and foremost providing excellent customer focused services for our residents, whilst also ensuring staff are fully motivated, and members and external stakeholders are fully updated. In particular as AD of Repairs & Maintenance you will liaise closely with the Housing Ombudsman and follow through on our commitments to improving the repairs service, particularly focused on damp and mould, repairs, leaks and complaints.

## Role Purpose

- Provide leadership and direction to the maintenance of the housing asset stock for Hackney Council with clear policies and procedures that deliver quality services, in consultation with our residents.
- Ensure the delivery of highly efficient and effective resident focussed responsive repairs services and decoration programmes.
- Keep under review, develop where necessary and to contribute to a number of Hackney's key strategies including:
  - Asset Management Strategy
  - Asset Review Strategy
  - Asset investment plan
  - Environmental Sustainability Plan



- As a member of the Housing Services senior management team to contribute to the joint leadership and management of the housing service, modelling the behaviours expected of senior management and collaboratively working to deliver the vision and mission of the directorate.
  - Develop and strengthen the links between the Council's Building Maintenance department and the Planned and Asset Management department.
  - Ensure all consultation with leaseholders, both statutory and non-statutory, is fully delivered and that there is a quality advice and information service provided in relation to responsive repairs.
  - Provide professional guidance and leadership in the procurement of all contracts within the Building Maintenance team, contribute to wider relevant procurement activities and to ensure effective contract management.
  - Work closely with all housing teams, finance officers and wider Council's officers and external partners. Deputise for the Operations Director of Property Services as and when required.
- Key responsibilities**
1. Lead on all repairs functions associated with landlord responsibilities and to ensure that appropriate works programmes are in place to comply with the statutory obligations for landlords.
  2. Lead on coordination of external maintenance and reactive repairs service providers and ensure consistent contract administration and compliance for all works activities, ensuring consistent quality management systems are in place across all repairs service functions. As applicable, lead the implementation of third party accreditation.
  3. Be the key point of contact, or liaison officer, for all key stakeholders within Hackney Council and externally, for all matters related to Building Maintenance.
  4. Ensure executive leadership and integration of excellent Health & Safety management, with business decisions engaging the workforce, in promotion and achievement of safe and healthy conditions.
  5. Lead on the development and production of strategic and operational plans (both service and financial) designed to ensure continuous improvement and sustainable futures for the service and ensure plans are implemented in an effective manner.
  6. Be responsible for ensuring strategic risk assessment of all repairs service activities, and ensure that effective risk control and audit measures are in place.
  7. Lead on and develop a Building Maintenance Strategy, that underpins service and corporate planning objectives and is in line with overall investment strategy, that ensures appropriate management of resources (such as Housing Revenue Account and General Fund), budgets and projects.
  8. Ensure that the requirement to provide a 24/7 service is effectively discharged including the necessary back up emergency support and resources that may be needed outside normal working hours.
  9. Lead best practice procurement across the Division in accordance with corporate guidelines and to develop best practice, contract and project management strategies, identifying opportunities for extending partnership working and other arrangements with a view to improving standards.



10. Promote and encourage resident involvement (aligned with the resident engagement strategy) and review customer feedback and complaints regularly and use these to improve the service.
11. Ensure that all work and service functions are carried out in accordance with the standards of Hackney Council and comply with legal requirements, local and national objectives.
12. Lead on negotiations with the Trade Unions, and all other human resource matters within the overall remit of the repairs service (including sickness absence, grievance, disciplinary; health and safety and training and development).
13. Ensure effective performance management systems are set up to monitor and audit the achievement of objectives and business plans.
18. Ensure accountability in the management of complex case work and that performance management is robust in respect of direct reports and in the culture of the organisation as a whole.
19. Be responsible for the recruitment, management, and development of staff.
20. Ensure high levels of customer satisfaction across the customer base, particularly in respect of minority ethnic communities and disadvantaged and vulnerable groups.
21. Secure confidentiality of employee and resident data at all times with due regard to Data Protection requirements.

#### **General accountabilities**

14. Be responsible for all relevant statutory and regulatory requirements within the scope of the service, including those applicable to the health and safety of residents, staff and contractors.
15. Exercise effective financial management and control of budgets and projects. Achieve the required performance standards and ensure budgetary matters (including budget strategy and monitoring) are in accordance with agreed priorities.
16. Exercise effective human resource management and control in line with LB Hackney's personnel policies and practices. Foster excellent industrial relations through engagement with all represented unions.
17. Be responsible for procuring and tendering services where appropriate (including partnering arrangements) in line with LB Hackney's corporate procurement strategies and rules. Act as client for such arrangements when in place.

#### **Corporate accountabilities**

##### **Corporate responsibilities**

22. Actively contribute to the leadership of the Council in a way that promotes a 'one organisation' approach.
23. Develop and maintain positive relationships with elected members to ensure the Directorate and divisional strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
24. To promote equality among all staff, and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.
25. Participate in the GOLD rota as directed by the Director to ensure emergency planning and business contingency arrangements are in place throughout the Council.





### Service

26. Actively consider new and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
27. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches.
28. Facilitate effective integration of related services within and across Directorate and the Council to ensure the contribution of partner and contractor Organisations are appropriately harnessed.
29. The post holder is expected to work outside of normal office hours, including attendance at evening meetings or committees.
30. The post holder will be expected to undertake additional duties or responsibilities consistent with the role.

### People and collaboration

31. Work collaboratively with the Council's partners to inform strategic decision making, ensuring that this supports the delivery of specific corporate programmes and the community strategy.
32. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
33. Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.

### Finance

34. Develop financial strategies and plans/budgets that support effective delivery of strategic priorities.
35. Monitor-the-service-budget and ensure it is-effectively controlled within cash limits, driving down spend where appropriate.
36. Hold managers to account to provide services that are delivered or procured that present value for money.

A leadership role profile cannot feasibly cover every issue which may arise, and the postholder is expected to be sufficiently flexible to carry out other duties as required.

## Role profile (ii) Assistant Director of Repairs & Maintenance Services



### Experience, knowledge, and qualifications

- a. A relevant minimum professional qualification e.g. Chartered Member/Fellow of Royal Institute of Chartered Surveyors (RICS), Chartered member of Chartered Institute of Building (CIOB).
- b. A significant track record of successfully managing a multi-disciplinary customer focused service (either housing maintenance or a related set of service functions) operating through a call centre environment and a direct labour workforce, with remote working in a public service or social housing environment.
- c. Experience of individual leadership at a senior level and responsibility for the achievement of results and performance of the service.
- d. Up to date knowledge and understanding of relevant legislation, regulatory frameworks and financial outlook, particularly in relation to health and safety, residential social landlords and local government.
- e. Detailed knowledge of the regulatory and policy environment for social landlords and the full range of safety issues needing to be addressed (legionella, asbestos, gas safety, compartmentation, etc.)
- f. Sound understanding of building construction, safety features, and best practice for health and safety across all relevant environment (resident properties, communal areas, etc.)
- g. Track record of developing strategies, policies and systems which support service delivery, effectiveness and improvement.
- h. Clear understanding of contract management, compliance, and management.
- i. Up to date knowledge of IT systems and other digital solutions associated with asset management and the retention of information relating to buildings.
- j. Track record of financial management and accountability, including budget setting, monitoring and control with a strong emphasis on the effective implementation of systems.
- k. Experience of leading the tendering and procurement of significant work streams, ensuring all documentation was produced, risks were assessed, and work was won and/or purchased on a sustainable basis.

### Skills and abilities

- l. Excellent written, presentation and communication skills and the ability to present complex information in a clear and persuasive manner.
- m. Ability to work effectively under pressure and manage both long and short term work stresses and priorities.
- n. Ability to work collaboratively, flexibly, and constructively, and exhibit this ethos in all their dealings with residents, colleagues, and partners.
- o. Ability to make decisions and be accountable for them. Have a positive can-do attitude where problems are seen as challenges which can be overcome.
- p. Ability to constructively challenge the ways things are done where there is evidence that it impedes service delivery in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.
- q. Ability to work effectively with a wide range of internal and external stakeholders.

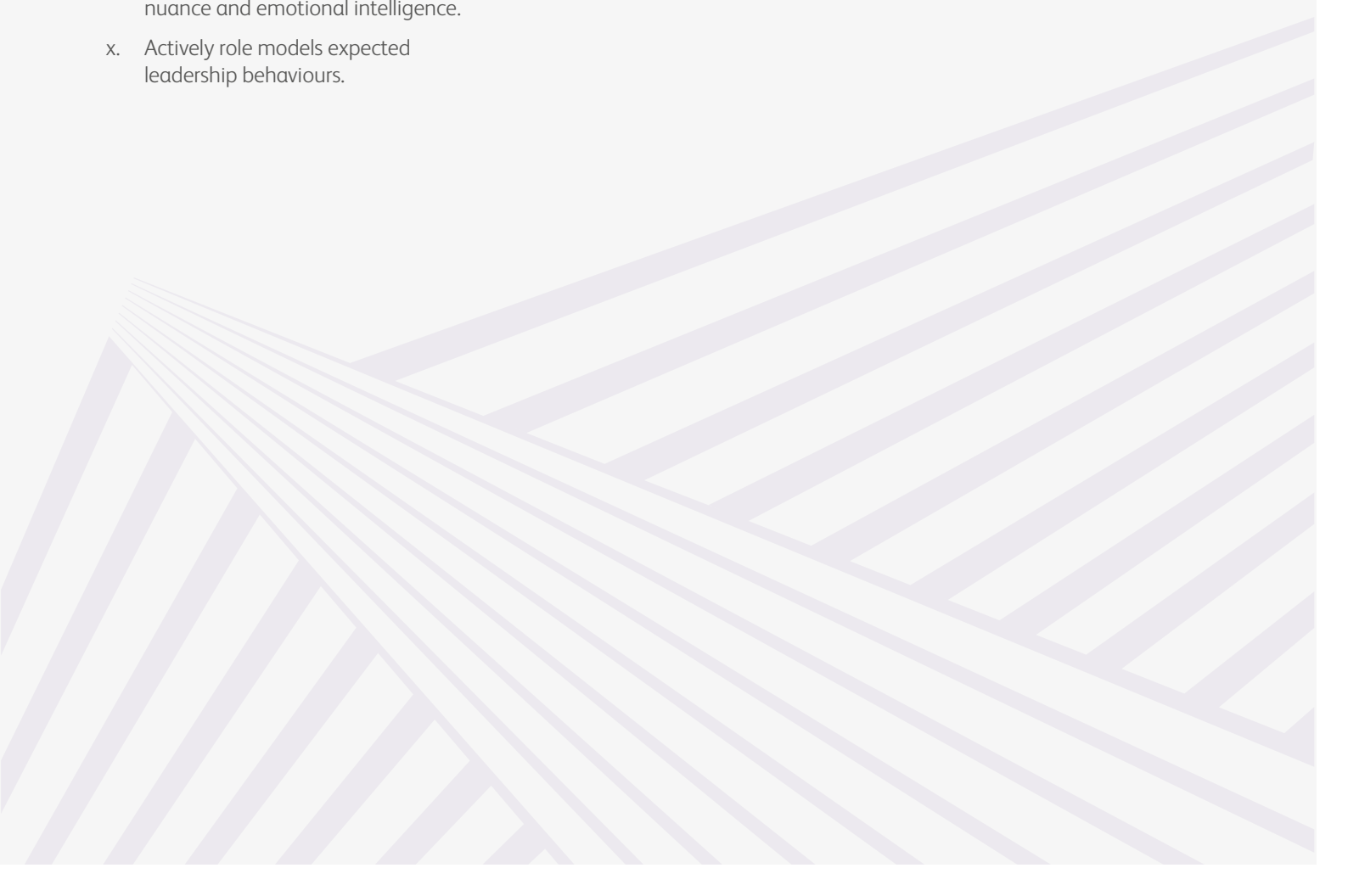


**Personal attributes**

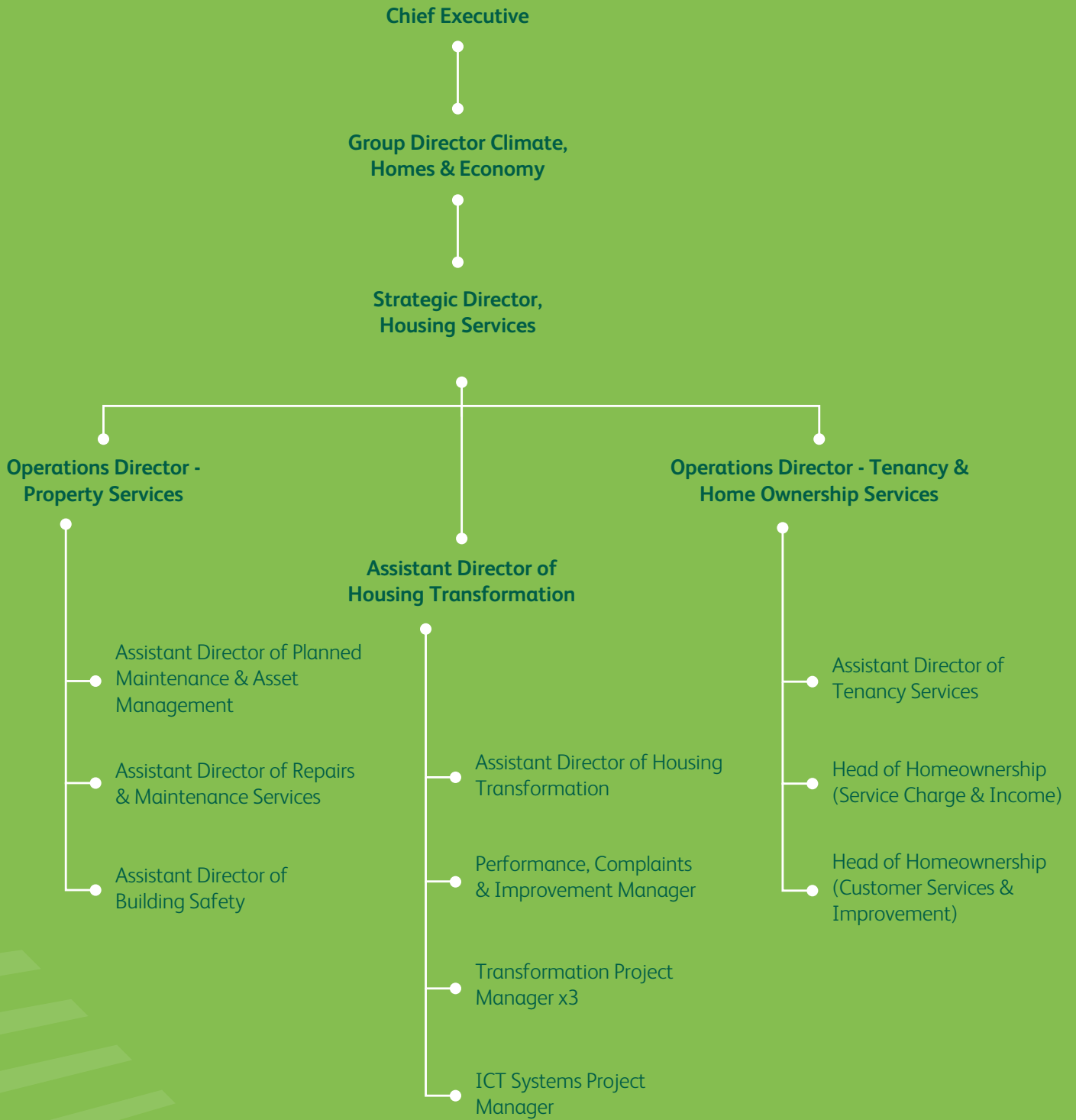
- r. Builds high levels of trust and collaboration.
- s. Committed to equality and inclusion, champions diversity.
- t. Resilient, able to work under pressure and with flexibility.
- u. Champions innovation, welcomes new ideas and fresh perspectives.
- v. Operates with a high degree of personal and professional integrity, supports transparency, openness, and accountability.
- w. Works with a high degree of tact, diplomacy, nuance and emotional intelligence.
- x. Actively role models expected leadership behaviours.

**Corporate requirements**

- y. Commitment to LB Hackney’s core vision and values.
- z. Commitment to a culture of learning, development, and empowerment across the organisation.
- aa. Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity.
- bb. Commitment to team working.



# Leadership and directorate structure





**In this cosmopolitan  
part of London, we are  
focused on ensuring a  
shared sense of  
fairness, citizenship and  
social responsibility**

## Key terms and conditions

### Salary and reward package

Salary for the roles is as follows:

- Assistant Director of Planned Maintenance & Asset Management up to £111,377 pa
- Assistant Director of Repairs & Maintenance Services up to £111,377 pa

A defined contribution pension scheme (LGPS).

Access to a package of benefits to support staff wellbeing including for example: cycle to work scheme, local discount card schemes; discounted gym membership; early access to pay; employee assistance programme; low cost loans; season ticket loan; and tenancy deposit loan scheme (eligibility criteria will apply).

### Flexible working, location and leave

The Council has a 36-hour week from Monday to Friday. However, these are leadership posts, and as such flexibility is expected in fulfilling the role requirements. This will include evening work and occasional weekends too.

The office base for these roles is the main directorate location at Hackney Service Centre, 1 Hillman St, London E8 1DY. But the council has other office bases including the town hall and our depot.

The directorate operates with a hybrid of home and office-based working. However, your visibility in these roles is key, including across our neighbourhoods.

27 days' leave, plus bank and public holidays. Additionally, five days long service leave is awarded to staff who have completed five-years continuous service in local government.

### Probation and notice

There is a six-month probationary period. The notice period after that is three-months.

## Key dates and the selection process

**Closes:** Tuesday 7th January 2025 9am

We will be in touch to let you know the outcome of your application before the end of the next week.

**First interviews:** w/c 20th January 2025 via Teams

Longlisted candidates will be interviewed by a Campbell Tickell panel.

We will be in touch to let you know the outcome of your interview at the end of this week.

**Second stage selection:**

**1:1 Meetings:** 4th and 5th February 2025 tbc via Teams

This will be an opportunity for shortlisted candidates to meet Steve Waddington, Strategic Director, Housing Services as well as a 1:1 with the Cabinet lead for housing services and resident participation, Cllr Clayeon McKenzie.

**Final interviews:** Wednesday 12th February 2025

If you are unable to attend on any of the identified dates for interviews or other sessions, please do speak to Campbell Tickell before making an application.



## Assistant Director of Planned Maintenance & Asset Management

up to £111,377k

## Assistant Director of Repairs & Maintenance Services

up to £111,377k

Hackney | London

### A fairer, safer, and more sustainable Hackney

These roles are set to make a huge impact at one of the most exciting, diverse, and dynamic Boroughs in the Capital. The Mayor and the Cabinet lead for housing see the provision of high-quality and affordable housing as central to the Boroughs commitment to sustainability, thriving communities and local economic success for all.

These roles will suit grounded, engaged, and authentic leaders who want to make their mark, through the tangible impact they can have on people's lives and life chances.

We seek people who care about what they do and how they do it. With a background in social housing or a related sector, you will need to provide assurance on being able to work at scale, as well as having technical insight in the relevant area for each role. But these posts are largely about

leadership. Your style will be inspiring to your teams, and they will see you placing a high premium upon performance and the customer experience, as well as supporting a positive working culture.

There is significant support to ensure success, in an environment where expectations for the housing portfolio are both ambitious and realistic. Hackney is an aspirational and creative place. If that appeals to you, you should find out more.

You can download a job pack at [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs)

Email **Isabella Ajilore**, at **Campbell Tickell**, to book in a call for further discussion:

**[isabella.ajilore@campbelltickell.com](mailto:isabella.ajilore@campbelltickell.com)**  
**| 07572 166 417**

Closes | Tuesday 7th January 2025 | 9am

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# CAMPBELL TICKELL

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