

Recruitment pack

HEAD OF DEVELOPMENT




Lewisham
Homes



PHONE

0800 028 2 028



ONLINE

[lewishamhomes.org.uk/
careers](http://lewishamhomes.org.uk/careers)



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hr@lewishamhomes.org.uk



TWITTER

[@lewishamhomes](https://twitter.com/lewishamhomes)



LINKEDIN

bit.ly/LHLinked

Hello

Lewisham Homes is an ambitious organisation set up to improve housing in the borough, currently managing 18,000 homes on behalf of Lewisham Council. We are a not-for-profit organisation undertaking a major local investment programme, operating our own maintenance company, and building new homes through a partnership with the local authority.

We work in London's third largest borough where diversity is both a defining characteristic and strength. We're committed to delivering great customer service, investing in Lewisham neighbourhoods, and growing our business to shape a bright future.

At Lewisham Homes we get things done through collaboration and challenge. We're passionate and proud of what we do; and we have a strong ethos in developing careers and recognising individual contributions to our success.

We seek ambitious and dedicated people who share our values and are excited about the opportunity to work in an innovative, challenging and customer focused organisation.

We are Lewisham Homes – are you?



A MESSAGE from the CEO

We're here to deliver great housing services for thriving neighbourhoods in Lewisham. From our very first day on the job our mission was set, and it remains as important as ever.

While housing management is our core business we also want to make a difference to Lewisham people and housing in the borough. We're proud to be 100% focused on Lewisham and we want to play a part in preparing for future generations through investing time and resources in developing our communities and neighbourhoods.

We are ambitious for Lewisham, for our residents and for us. To achieve our goals we employ great people to join us. We want all of our employees to understand their role in our mission and be collaborative, passionate and challenging in their work. We want to see people succeed during their time with us and take up opportunities to be involved and have a say. Whether it's attending our conferences and briefings, social events, taking part in surveys or simply joining in conversation on my blog – your views are valued and will make a difference.

**Margaret Dodwell,
CEO, Lewisham Homes**

Our mission

To deliver great housing services
for thriving neighbourhoods

OUR CORPORATE OBJECTIVES ARE:

Excellent services • Quality homes • Sustainable
business • Community focus • Employer of choice

We value

RECOGNITION

We recognise and value success, and a diverse range of talents. We take time to praise good work, and value each other and our customers.

TRUST

We do as we say and lead by example. Our managers empower and trust staff, are open and inclusive and as an organisation we are committed to involving staff in decision making.

PASSION

We have a positive attitude and take pride in our work. We try to break down barriers and aim to be the best at what we do.

COLLABORATION

We build good relationships with each other and aim to understand pressures on others. We work together to solve problems and take responsibility for this.

EMPATHY

We treat people as individuals, show respect to each other and take time to listen. We are customer-focused and think about things from the other person's perspective

CHALLENGE

We tackle cynicism and challenge the status quo. We remind each other of our values, are proactive and never give up in pursuit of our goals.

Job Description

Job Title:	Head of Development
Grade:	DIR5
Reports To:	Director of Development
Direct Reports:	2 x Senior Project Managers and a Development Assistant

Main purpose of the role:

To be the lead contact for Lewisham Homes in relation to development and delivery matters. Effectively manage the relations with the Board, councillors and other stakeholders to ensure correct governance and support the smooth delivery of schemes.

Responsibilities:

- To build and maintain effective, multi-agency partnerships, networks and relationships with internal and external partners, in particular the London borough of Lewisham
- To manage development and regeneration programmes from inception to completion, on behalf of London borough of Lewisham
- To research and develop construction approaches and manage the Company's development and regeneration programme and service
- Design appropriate procurement approaches that will fit the works and get the best value from the market.
- Ensure effective and robust contract management is in place to ensure schemes are delivered to our standard, on time and within budget with excellent customer service.
- To ensure Quality Management procedures and scheme work requirements of funding authorities and internal procedures are met
- To ensure the service is delivered and continuously improved to achieve Lewisham Homes objective of excellent customer service and satisfaction
- Participate on the out of hours emergency call out rota

Strategy

- To assist the Director of Development in the formulation, monitoring and review of the organisation's Development Strategy to deliver up to 1000 new council homes on behalf of London borough of Lewisham by 2022
- To implement the Development Strategy.
- Lead the development of Regeneration and Development services to ensure continuous improvement and excellent customer services

Delivering Growth

- Identify and deliver a programme of regeneration and development opportunities in line with the Development Strategy to meet Lewisham Homes and Lewisham Councils jointly agreed business plan targets for growth
- To actively identify regeneration and development opportunities
- To identify new and innovative funding and procurement solutions.

Regeneration & Development

- To manage the regeneration and development programme of replacement and new affordable homes ensuring this is delivered on time, to budget and to the required quality utilising internal resources, external consultants and project teams to prepare funding bid information, project appraisals, programme forecasts and monitor to deliver scheme and programme targets
- To ensure the regeneration and development programme is delivered in accordance with grant funding conditions and the Company's Standing Orders and Financial Regulations
- To operate an agreed detailed programme and scheme appraisal system which quantifies the financial dimensions and risks of individual regeneration and development schemes.
- To ensure that governance procedures are regularly reviewed and records are maintained through all stages of the development process.
- To provide regular statistical, financial and written reports as required by the Director of Development, the Executive and the Board of Management
- To lead the production and design and technical briefs at the programme level.
- To recommend, appoint, brief and manage consultants through the development of a scheme to achieve programme targets, cost control, and maintain agreed regeneration and development standards.
- To ensure that the quality of service given to all customers is the highest possible with the resources available, to develop and implement appropriate quality system

Generic responsibilities

- Maintain excellent customer service in all areas of work
- Take responsibility for own learning and development
- Comply with all Lewisham Homes policies, including contractual standing orders, financial regulations and all HR policies.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Person Specification

This details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

Leading

- Strong leadership skills with the ability to lead by example and to inspire and motivate your team and others

Planning and Delivering Customer Satisfaction

- Proactively building positive relationships with others inside and outside the organisation

Communicating, Collaborating and Influencing

- To be literate and numerate to a high level and have the ability to write complex reports and communicate verbally to a wide range of audiences
- Ability to manage complex stakeholder relationships within a political environment
- To ensure risk is well managed within teams
- Excellent communication skills and the ability to provide a clear vision of where Lewisham Homes needs to be

Knowledge

- Demonstrate understanding of contract management, land acquisition, new build, planning, delivery, process, design, risk and construction principles

Qualifications and Experience

- Educated to degree level or equivalent and professional relevant qualifications
- Experience of managing large scale budgets and financial monitoring
- Experience of having worked at a strategic level within a Development and contract management environment
- Experience of effective change management to deliver improved services and customer satisfaction
- Proven track record of delivering high performance and efficiency in areas of responsibility
- The ability to plan prioritise and deliver a complex workload
- Demonstrated understanding of land acquisition, planning, process, design and construction principles
- Sound knowledge of construction contracts
- Budget management experience
- Project Risk Management

Innovating, Learning and Strategic Commercial Thinking

- Credible, commercially driven outcomes focused approach in all dealings with managers and external stakeholders

Physical

- Able to attend meetings/site visits in locations both inside and outside the borough.

Timetable and Application

Closing Date: 1 July 2018

To apply, please submit a CV and supporting statement to jobs@oceanedge.biz with the subject 'Lewisham'

Within your supporting statement please ensure you address the key requirements identified in the attached person specification with examples where relevant.

For further information about this role please contact:

Philip Foster at Ocean Edge Executive Search

philipfoster@oceanedge.biz

07881 784 997 or 023 8000 1153

Salary and Benefits

Salary: Circa £78,000 (incl. London Weighting)

Annual Leave: 26 days

Family friendly policies and benefits including:

- Childcare vouchers
- Career average final salary pension scheme
- Discounts for local eateries



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