

# DESIGN AND TECHNICAL MANAGER

RECRUITMENT PACK



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**OCEAN EDGE**  
EXECUTIVE SEARCH



# HELLO...

**Lewisham Homes is a not-for-profit housing provider established by the London Borough of Lewisham. We manage 19,000 homes on behalf of the council, operate our own maintenance company, and invest in the local community. We are also a key delivery partner in the Mayor of Lewisham's new homes programme which aims to deliver 1,000 new social homes by 2022.**

In an inner London borough, where diversity is a defining characteristic and a key strength, we are committed to being an inclusive organisation, engaging with and empowering our staff, residents and other stakeholders. We recognise the impact that a secure, quality home has on life chances and we work in partnership with Lewisham Council and other partners to build and invest in safe, attractive and sustainable neighbourhoods.

As a major local employer with over 500 staff, we are proud to hold the Investors in People Gold Standard. We're passionate and proud of developing our staff, delivering excellent customer experiences and growing our business to shape a great future. To do this, we need innovative thinkers, who lead each project with energy and excitement. If you share our ambition, we hope you'll consider joining us.

## A MESSAGE FROM THE CEO

**Thank you for expressing an interest in joining the team at Lewisham Homes.**

It's an exciting time to be joining us. We work in a vibrant and thriving borough, with a rapidly expanding population, but we face an acute shortage of housing, and high levels of inequality. We are committed to working with Lewisham Council to increase the supply of much needed new social homes. With a new Director of Development in place, we are looking to expand the Development team to facilitate this and as such, we need people who share our passion to tackle the housing crisis and our ambition to build 'thriving communities and places people are proud to call home'.

If you have a demonstrable track record of delivering new homes, and you can bring energy and fresh

thinking in order to drive forward an ambitious building programme we want to hear from you. You will have a collaborative approach that creates a positive can-do culture. This is an exciting opportunity to play a key role in our new build programme that will help shape the future of our borough.

For an informal discussion about the role please contact our recruitment partners Ocean Edge Executive Search on 023 8000 1153.

**Margaret Dodwell**  
CEO  
Lewisham Homes

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# OUR MISSION

To provide safe, quality homes, deliver efficient services and enhance life chances.

## Our ambitions are:



## Our values are:



# DESIGN AND TECHNICAL MANAGER

**Salary: £60,309**

**Based: Catford, London SE6 4RU**

**Reports to: Director of Development and Development Heads of Service**

**Direct Reports: None**

Our development team is charged with identifying and delivering new high quality housing across Lewisham.

We are currently delivering a live programme of around 400 units through planning, procurement and onsite, and we have a commitment to the council to deliver at least 1,000 new social rent homes by 2022.

We are looking for a Design and Technical Manager to provide technical support on all schemes across our development programme. You will take the lead in design, quality and technical issues from inception to completion, whilst ensuring projects meet design and quality requirements.

## Main purpose of the role:

- To develop and maintain the Design Brief, Employers Requirements and specification and regularly update in accordance with current technical standards working across the organisation with internal stakeholders.
- To provide technical support on all schemes in the development programme from inception to completion including support in resolving defects and post-handover issues.
- Lead in matters relating to design, quality and technical issues for the Development Team.
- Ensure that the Development department's projects achieve the company's design and construction standards, achieving value for money.

## Main responsibilities

- Support the development team and provide advice on technical and quality related matters at all stages of the development process from initial scheme feasibility, consultant engagement and procurement, through to design and practical completion.
- Ensure all schemes meet the Council, Lewisham Homes and GLA design requirements.
- Work across the team and Lewisham Homes to ensure project team approach to scheme delivery.
- Work with the development team to plan and manage all scheme to ensure that the highest quality standard is achieved at practical completion stage and at handover stage to our client departments (Housing services / Leasehold Services).
- Carry out regular scheme design audits on all schemes.
- Draft, review, update and manage Lewisham Homes design brief and specification for all tenures.

- Carry out technical assessment of potential hidden homes opportunities within existing stock.
- Review all projects for technical constraints, risks and opportunities.
- Implement cross organisation sign off procedure for scheme design.
- Develop and manage project design review panels.
- Maintain comprehensive and up-to-date knowledge of all relevant legislation, procedures and current/ emerging best practice.
- Lead all planning negotiations, attend planning meetings, committees and design review panels (DRP) with project leads.
- Work closely with project leads to review potential value engineering opportunities through the design and planning process and propose options for alternative design proposals and specifications.
- Work with project lead colleagues to manage the critical path programme in respect of design and technical development project key milestone dates.
- Lead stakeholder engagement workshops and events.
- Lead the design and production process of all engagement material and evaluate and report outcome of engagement events.
- Carry out a risk analysis in collaboration with the project lead and Employers Agent to review and quantify any technical risks and agree strategy to mitigate, off-set or eradicate the risks; or ensure there are appropriate cost and time allowances included within the overall budget and programme.
- Review layout plans and provide advice on proposed mechanical and electrical layouts; kitchen and bathroom layouts, room layouts, communal and external works layouts.
- Liaise with project leads to ensure that all projects comply with our Employers Requirements, the relevant design and quality standards, nationally described space standards and that the requirements of any investment contract are met.
- Take the lead for aftercare and defects.
- Develop and maintain productive working relationships with key strategic partners where required.
- Contribute to the introduction of new innovations or advances in development practice.
- Prepare and input key performance data for benchmarking purposes, if required.
- Contribute to monthly reports and provide regular update on progress to all internal departments.
- Ensure scheme are delivered to meet start on site and practical completion targets as approved by our Regeneration and Investment Committee and as agreed with the GLA and Homes England and the Programme Manager.

## Business & Personal Development

- Approach activities with a positive can-do attitude, demonstrating real ownership of issues and delivering on commitments.
- Approach challenging targets with an open mind.
- Act as a role model and ambassador for Lewisham Homes values and culture.
- Proactively pursue continuous development of personal skills through internal and external learning.
- Build and maintain an in-depth knowledge of the sector, competitors and drivers both locally and in the UK.
- Help build the profile of Lewisham Homes within the sector.

## Health & Safety

- The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines, which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.
- Ensure that health and safety and healthy working conditions are promoted across all projects, operating within the appropriate regulations, with effective oversight of the management of health and safety from on-site contractors and developers.

## Safeguarding

- LH is committed to safeguarding and promoting the welfare of vulnerable adults. Safe recruitment of staff is central to this commitment, and LH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults.
- All staff working with Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at LH.

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

# PERSON SPECIFICATION

## Design and Technical Manager

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.

### Safety first

- Doesn't walk by a potential safety hazard – reports it or takes action appropriately
- Ensures own actions doesn't put themselves and others at risk
- Learns from incidents and "near-misses"
- Demonstrates personal responsibility for safety of themselves and customers/colleagues
- Raises safe-guarding concerns using the appropriate channels
- Takes responsibility for own safety and creating a safe working environment.

### Excelling with customers

- Is helpful to residents/customers thinking about their situation and what they might do to assist them
- Recognises the impact they can make on residents/customers and strives to be constructive.
- Shows empathy for residents/customers. Is inclusive, respectful and values the diversity of our residents/customers.
- Adapts working style to meet the diverse needs of our residents/customers
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure.

### Collaborative with colleagues/partners

- Works positively and helpfully with colleagues and partners (not just in their team)
- Acts a trusted colleague, can be relied on to contribute
- Is inclusive, respectful and values diversity
- Manages their own emotional behaviour, ensuring they remain "in the black" under pressure
- Is considerate of how their actions impact others and their work.

### Takes responsibility for delivering

- Takes responsibility for own actions, strives to deliver an excellent service to a high standard.
- Is professional.
- Delivers to commitments – does what they say they will do.
- Talks positively about the organisation, commits to its vision and mission in their work.
- Takes pride in their work.
- Takes direction from their leaders
- Prepared to take the initiative when operating alone and shows a 'can do' attitude under pressure.
- Plans their work to meet objectives.
- Works with honesty and integrity.
- Delivers Value for Money – considers cost, time and value in their actions
- Actively tries to help others solve their problems, thinking about solutions which help solve the issue.
- Delivers in accordance with policy/procedures and statutory obligations
- Makes decisions within their power to make.

## Learns and innovates

- Flexible in attitude and approach: is willing to adapt approach and work practices in light of LH business requirements and feedback.
- Is aware of personal strengths and weaknesses, seeks out ways to work to strengths and develop weaknesses.
- Listens openly to feedback– seeking to learn and striving to be the best they can be
- Tries to improve service and personal standards; challenges work practices looking for better, more efficient solutions.
- Remains constructive even when under pressure and living through change; is positive and not cynical.

## Communicates effectively

- Listens to others when they speak, is respectful.
- Considers the best form of communicating to others
- Structures information and responses clearly and concisely.
- Asks questions of others to understand the situation/problem
- Keeps residents and colleagues informed of actions and next steps (prefacing, time-speak and foreshadowing).
- Consistently uses a Positive First Response
- When writing to residents/colleagues uses organised customer friendly writing (titles, bullets, tables).
- Ensures response addresses questions/points raised.
- Uses concise and easy-to-understand language (avoids big words and needless sentences).

## Experience

- Significant experience of managing technical staff and a commitment to design and construction quality. Experience of preparing design and technical briefs and specifications with an excellent understanding of the Council's, Lewisham Homes' and GLA agenda for building construction including efficiency, sustainability and environmental impact.
- Experience of working with client groups and design and construction teams to achieve best value and quality standards, with an ability to communicate effectively with a wide range of technical and non-technical people including clients, customers, colleagues and regulatory bodies.
- A complete understanding of geo-environmental, structural, design, sectional agreements, town planning and utility aspects of residential development.
- A strong track record of managing the technical aspects of a wide range short term and strategic residential schemes and maximising returns. This is within the context of low rise traditional housing, tall framed mixed used schemes and refurbishment of existing buildings.
- Procurement of value engineered technical designs which respond to the risks, opportunities and constraints of the site and scheme.
- Strong planning, leadership, monitoring and motivating skills to maximize productivity and performance and to meet challenging deadlines, leading by example.
- Working knowledge of GLA funding procedures, design and quality standards, project management and construction.
- Excellent interpersonal and communication skills, able to co-ordinate, lead, motivate and work as part of a team with good judgement and ability to problem solve.
- Good financial and commercial awareness.
- Demonstrate an awareness of diversity and accessibility issues relating to housing and housing design.
- Strong awareness of health and safety within the construction industry, CDM regulations and JCT D&B contracts.
- Demonstrate good design and technical knowledge of new house and apartment building, avoidance of defective works and quality site inspection procedures.
- Experience of new scheme procurement including scheme optimization, two stage tendering, managing the design process and monitoring scheme progress and programme.
- Experience of working with colleagues to deliver schemes under JCT design and build contracts and development agreements.
- Experience of dealing with technically challenging schemes and providing professional technical guidance on design matters and construction to development team to deliver the scheme and minimise the impact for Lewisham Homes.
- Significant experience of dealing with contractors and consultants during the development process.
- Experience of using MS Project or similar at intermediate level.
- Experience of using CAD or traditional methods to prepare or review scheme design proposals.

## Education and Qualifications

- Educated to degree level or the ability to demonstrate extensive technical knowledge of building technical standards, design and construction technology.
- Qualified building professional (e.g Architect, Surveyor, Engineer, Project Manager) with very substantial experience of working on mixed tenure projects from inception to completion, or able to demonstrate equivalent professional standing through experience, knowledge and skills.
- Membership of professional body associated with construction industry e.g CIAT, RIBA, RICS or CIOB.

## To apply

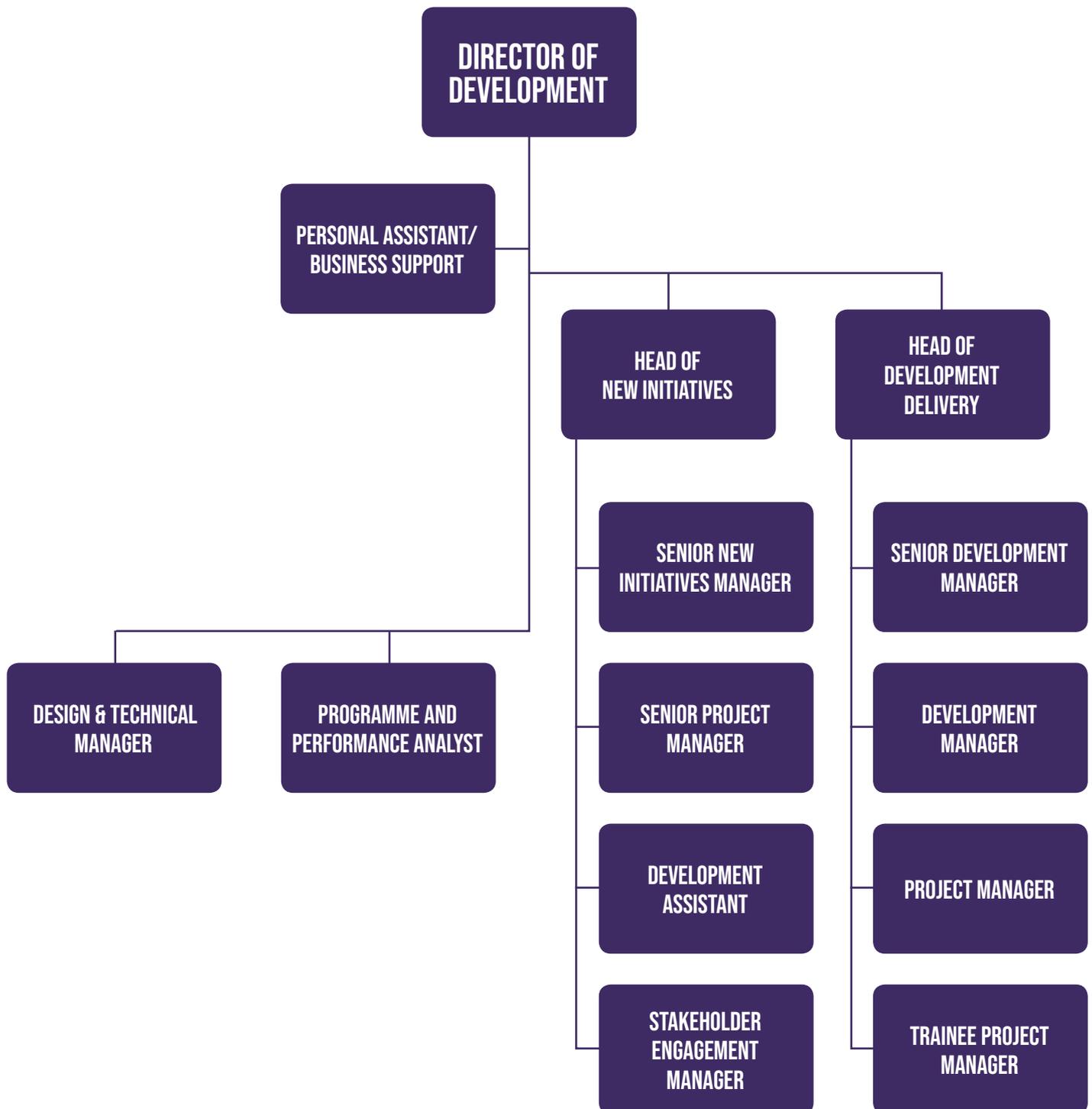
Please email your CV to our recruitment partners Ocean Edge, email: [jobs@oceanedge.biz](mailto:jobs@oceanedge.biz)

**Closing date is Friday 24 May, 2019.**

Interviews will be held on 31st May or 7th June, 2019.

If you would like an informal discussion about this opportunity please get in touch with the Ocean Edge team on 023 8000 1153 or email [philipfoster@oceanedge.biz](mailto:philipfoster@oceanedge.biz)

# DEVELOPMENT STRUCTURE



# REWARDS AND BENEFITS

As you help shape a brighter future for Lewisham, you will be recognised and rewarded for your achievements with highly competitive pay, generous benefits and flexible working arrangements to match your priorities and commitments.

## **Pension**

The Local Government Pension Scheme provides a flexible and portable plan that will help you put money aside to provide you with an income when you reach retirement.

## **Interest-free season ticket loan**

To help you get to and from work we can lend you the cost of a season ticket – interest free – and deduct it from your salary over the next 12 months.

## **We also offer:**

- Generous annual holiday, starting at 26 days a year
- Interest-free bike or computer loans
- Discounts through our partners for redecorating your home
- Discounts at local shops and cafes
- Social events and activities throughout the year



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# TO APPLY

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