ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Operational Delivery Manager
Post Number	
Accountable to	Head of Adur Homes
Leadership responsibility for	**Direct Reports -** Project Officer Quantity Surveyor Resources & Performance Team Leader Multi-Trade Operative Supervisor x 2 Voids & Lettings Officer x 2 Decant Officer Responsible for leadership of the Adur Homes Repairs and Voids Service
	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers **External:** Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	July 2025

Job Description - Principal purpose of job (role summary)

As Operational Delivery Manager you will support the Head of Adur Homes by being the lead officer in implementing the improvement plans arising out of Repairs Scrutiny, Repairs Audit and other review processes. You will ensure that the existing in-house Direct Labour Organisation (DLO) workforce is well equipped and operating to the highest modern standards and better value for money is delivered. In the process contributing to the development of an asset management plan for Adur Homes

You will bring a renewed focus on our residents delivering responsive high quality services that meets their needs and aspirations and a performance framework that reflects this.

As councils, we are committing to a new operating model which will bring digital and data into the heart of the organisation. As a leader in the organisation we will ask you to champion this shift and to ensure that your own practice and your service is demonstrably adopting new ways of working.

As a leader within our organisation you will embrace and bring to life our three core principles - resilience, adaptability and participation - embedding them in the daily working practices of the team.

You will be responsible for developing effective multi disciplinary teams from across the organisation for missions based work, ensuring you have the right people to deliver the required outcomes and ensuring:

- Collaborative practice
- Clear communication
- Clear definition of tasks and responsibilities
- Clear goals, objectives and strategies
- Recognition of and respect for the competence and contribution of each team member
- Competent leadership

Main duties, tasks and responsibilities of post holder

Leadership responsibilities
Create a culture of adaptivity and creativity, setting the direction by role modelling our behaviours and principles
Work to make teams more representative of the communities they serve in terms of equalities and inclusion
Build strong working relationships and embed a culture of genuine collaboration and partnership working across the organisation
Provide positive and inclusive leadership - acting with openness, honesty and integrity and instilling a clear sense of direction, priority and pace whilst ensuring that any concerns are addressed promptly
Bring creativity and innovation to problem solving with your team - co-create a range of imaginative solutions or options, identifying the risks associated with each option
Drive your team's focus on delivering a quality and committed service and gather the data needed to provide effective performance management and development
Develop effective multi disciplinary teams for missions focused work, ensuring you have the right people from across the organisation to deliver the required outcomes
Provide an excellent employee lifecycle experience, including onboarding, quality conversations and appraisals and development opportunities. You will undertake an investigatory management role or hearing manager role in regards to employee relations cases, working to uphold our Council's values and behaviours.
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
Review and improve the end to end customer journey within the repairs service, taking a strategic lead on developing and improving the service for today and the future. Deliver a sector-leading customer experience, making sure each transaction is positive and embedding a right first time approach.
Improve operational efficiency of our repairs and voids service, overseeing the delivery of improvement in infrastructure e.g IT, and the simplification of systems, processes and procedures.
Integrate customer care into the working practices of all staff in the Repairs Team through a 'Customer Centric' approach, ensuring that they treat service users with respect and courtesy and adhere to Housing and Corporate standards in respect of face to face interactions, answering telephones and correspondence.
Maximise the quality of data upon which your service depends, and ensure that effective record keeping is in place across your service. Maintain accurate documentation (desk instructions, policies etc.) for all work processes.

Develop performance and monitoring systems in relation to budget, forecasting, variance reporting, volume performance and KPIs and provide regular analyses and reports on the capital and revenue programme's economic effectiveness.
To work with other teams to deliver a high quality and efficient voids service to minimise void turnaround time while delivering cost effective works to bring all voids up to the agreed lettable standard.
Be responsible for leading the delivery and implementation of appropriate health and safety policies, procedures, and systems including risk assessments, ensuring that they are kept up to date with current legislation and ensuring that all staff are aware of their responsibilities and are supported to meet their responsibilities for regulatory and statutory compliance across all tenures.
To regularly monitor and review internal and external contractor performance to ensure standards are being met in line with agreed contracts, acting where necessary in line with contractual obligations.
To participate in the operation of a duty rota and out of hours rota systems for the effective operation of the service and to cover for absent colleagues.
Engage and involve stakeholders, residents and external bodies when developing and implementing programmes and ensure these groups are kept up to date with progress using all forms of communication.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies those relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' Safeguarding Policy .

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others
Manager Competencies	Take a strategic approach to managing policy development, financial resources, and evaluate risks in order to mitigate against them. Be agile in decision making and adopt an open mindset to managing change in different settings, and be able to reflect on your own performance and that of others in order to drive improvement. Facilitating the contributions of others to a range of outward facing activities and adopt a storytelling approach to sharing good practice. Use a range of different communication skills to share your vision and influence others, while using the organisation's governance processes to work with Members effectively

	Essential	Desirable
Qualifications	City & Guilds or BTEC or NVQ in a building trade. Good working knowledge of several building trades (e.g. carpentry/plumbing) Educated to A Level standard as a minimum or equivalent Member of the CIH with a level 4 or higher qualification or willingness to work towards this at pace NEBOSH general certificate in Occupational Health & Safety or IOSH Managing Safely Certificate A full valid driving licence.	Degree level in Building Construction / Building Surveying or a related subject. Member of appropriate professional institution (e.g. Chartered Institute of Building, Royal Institution of Chartered Surveyors)
Knowledge	Sound knowledge of systems to manage, monitor and programme repairs and capital investment priorities. Knowledge of running a Direct Labour Organisation (or client side operation). Knowledge of performance management. Good knowledge of the regulatory environment in Social Housing	Experience of dealing with complaints
Experience	Experience in managing property service teams within a housing sector Experience of managing contracts and management experience in an organisation of similar scope and complexity and operating in a challenging context. Experience of delivering a culture of performance management and compliance that places the customer at the heart of service delivery. Experience of developing excellent relationships with customers, members and colleagues in all services and agencies, understanding of different roles in promoting successful service outcomes,	

	and developing and maintaining cross-sector partnerships including with commercial and third-sector organisations Experience of setting up and or sustaining health and safety regimes for a building services operation, including writing and updating risk assessments.	
Communication	Sound communication skills, able to talk with a wide variety of individuals, communities and organisations Proven creative thinker able to design effective solutions	Used to using a range of communication approaches to bring people along a change journey in a participative and engaging way
Relationship Building	Proven ability to build positive, solution focussed, professional relationships, both internally and externally Experience of working with politicians - both in administration and opposition	Experience of mentoring and/or coaching
Analytical	Demonstrable understanding and experience of using data informed decision making, reporting. Ability to evaluate, monitor and write policies, procedures & protocols service practices and provision and to make recommendations that deliver effective change	Research skills Ability to produce Asset Management plans and supporting policy and procedures
Planning/ Organising	Experience of working with complexity and translating ideas into achievable outcomes Able to work with complexity and complicated issues create cut through	Experience of iterative project development
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction (if applicable Ability to work with complexity and ambiguity Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	

Signature:	
Date:	