

JOB DESCRIPTION

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| Job Title: | Head of Reinvestment & Sustainability |
| Directorate: | Property Services |
| Location: | Hybrid – Agile Working/Thomas More Square, London |
| Reporting to: | Director of Property Services |
| Direct Reports: | Project Manager, Planned Maintenance Delivery Manager |

PURPOSE OF THE JOB

With significant investment in our stock and a strong commitment to delivering high-quality, sustainable, and affordable housing, we are looking for an exceptional leader to drive forward investment and sustainability in our properties. As Head of Reinvestment and Sustainability, you will play a vital role in shaping that future, ensuring safe, well-maintained properties while driving forward innovation and service improvements.

Reporting to the Director of Property Services, you'll deliver multiple and diverse improvement projects across our diverse housing stock. You'll provide strategic and operational leadership, work with partners, and drive innovation and collaboration across the Reinvestment and Sustainability function. Working closely with internal teams, residents, and external partners, you will play a critical role in delivering high-quality properties and improving the lives of those who live in our properties.

This role is not just about technical excellence – it is about shaping lives and communities. You'll be a collaborative leader who is passionate about meaningful resident engagement and co-design. You'll ensure residents have a genuine voice in shaping the future of their homes while fostering a culture of transparency, empowerment, and proactive communication.

We are seeking an inspiring and forward-thinking leader who can continue to lead transformational improvement in both the quality and maintenance of our housing stock; driving efficiency, performance, and customer-focused solutions with the residents' voice at the heart of all we do.

- To lead on the reinvestment, disposal, energy efficiency, building safety, sustainability and planned maintenance programmes of work, which addresses asset management and business plan priorities, and meet legislative and regulatory compliance and governance.
- To support the Director of Property Services in ensuring that the refurbishment/retrofit programme is fit for purpose, meets quality expectations and statutory regulatory obligations.
- To prepare capital budgets, revenue forecasts, cash flow forecasts and refurbishment/retrofit programmes.
- To manage the development of the design, procurement and delivery of construction proposals for all planned maintenance programmes.
- To develop effective relationships with partner organisations, in particular the GLA, Homes England and Local Authorities.
- To project manage reinvestment, disposal, energy efficiency, building safety, sustainability and planned maintenance projects and contractual arrangements for a range of projects.

- To drive design excellence and support the Director of Property Services in developing policy related to property design and sustainability.
- To contribute to organisational thinking and planning on reinvestment, retrofit, health and safety, PIE (psychological informed environments), St Mungo's Home Standards and environmental sustainability.
- To manage the Reinvestment & Sustainability Team.
- To ensure that St Mungo's Property Services department manages and maintains the organisation's property portfolio to the highest standards.
- To support the delivery of St Mungo's Asset Management Strategy, including the implementation of the delivery plan and dashboard and to support the organisation's strategic objectives.

KEY RESPONSIBILITIES

Corporate Management and Leadership

- Produce clear, relevant and well-articulated papers, reports and correspondence, as required, including regular reports relevant to own areas of responsibility to the Director, Executive Team and Trustees.
- Continuously refresh own expert knowledge and understanding of statutory and legislative aspects of housing sector governance and best practice on reinvestment, retrofit, building safety, planned maintenance and sustainability and to advise the Director of Property Services on any implications of relevant changes or developments in the regulatory landscape.
- Lead on procuring and developing industry standard service delivery partnerships, building strong relationships with sector leading supply chain to provide high quality, customer focused services that meet resident needs, deliver cost efficiencies and value for money.
- Assume delegated responsibilities and represent St Mungo's, as required by the Director of Property Services.
- Lead on shaping and delivering St Mungo's approach to legal and regulatory compliance, relevant to own areas of responsibility.
- Support the Director of Property Services with strategic development, business planning, operational and financial management in association with regulatory and legislative obligations and St Mungo's strategic plan and organisational objectives.
- Lead the development of robust contract management regimes with the appropriate resources and performance monitoring, to ensure the effective delivery of our services, prioritising health and safety, quality, customer experience and cost control.
- Oversee the development of a comprehensive contracts register and work with the Procurement Team to ensure that all procurement is delivered within St Mungo's standing orders and legislation and provides demonstrable value for money.
- Working with resident groups and internal stakeholders, embed a customer focussed approach to continuous improvement to enhance the quality of service and adapt our service to meet the changing needs of our residents, by reviewing customer feedback and complaints regularly and use these to improve the service.
- Develop and oversee an operational risk register which feeds into the departmental and directorate risk registers, outlining key risks and associated mitigations, providing assurance to the Senior Leadership Team and Board of Trustees.
- Lead on all audits, reviews and investigations in relation to own areas of responsibility and management.
- Support and lead, where appropriate, on the development of reinvestment, retrofit, energy efficiency, sustainability and asset management strategies, policies, procedures and standards.
- Through building positive internal relationships, support a programme of systems development and implementation, including a new asset data management system, that will drive the digital transformation of asset and sustainability management, resulting in improvements to the customer experience, the performance of our buildings and process, and cost efficiencies.

Reinvestment/Retrofit

- Work with colleagues to identify new opportunities for reinvestment and retrofit projects and maximise funding and grant opportunities, which meet the asset management strategy and business plan priorities.
- Manage the end-to-end delivery of housing reinvestment and retrofit projects, including planning, procurement, execution, and completion.
- Manage internal and external project teams throughout each stage of the reinvestment and retrofit projects. This will include input into scope, specification, consultant and design team briefs and procurement, through to procurement, tender evaluation, delivery and handover.
- Ensure all retrofit works comply with PAS 2035, ECO4, Social Housing Decarbonisation Fund (SHDF), and other relevant funding and regulatory requirements.
- Manage multiple internal and external stakeholders throughout these projects, by acting as the primary point of contact for residents, contractors, and internal teams, ensuring smooth communication and project coordination.
- Conduct feasibility assessments to determine suitable energy efficiency measures, including insulation, ventilation, heating systems, and renewable technologies.
- Develop and implement risk management strategies to mitigate potential project risks, ensuring the delivery of high-quality retrofit solutions.
- Coordinate pre-installation surveys, installation works, and post-installation inspections to ensure compliance with agreed specifications.
- Monitor budgets, timelines, and resource allocation, ensuring projects are delivered on time and within budget.
- Provide regular progress reports to stakeholders, funding bodies, and internal teams, ensuring transparency and accountability in project delivery.
- Ensure health and safety regulations are adhered to on all projects, including compliance with CDM (Construction Design and Management) regulations.
- Engage and support residents and communities, ensuring they understand the benefits of retrofit improvements and addressing any concerns they may have.
- Stay up to date with industry trends, regulations, and emerging technologies in energy efficiency and retrofit solutions.
- Manage all necessary external consultants and contractors required to deliver procurement and construction activity.
- Manage risk and budget proactively on all projects, ensuring timely reporting of agreed data to the Director of Property Services.
- Identify new opportunities and funding for reinvestment and retrofit which meet the asset management strategy and business plan priorities.
- Ensure that St Mungo's complies with statutory and regulatory expectations in respect of Building and Fire Safety, Landlord Health & Safety compliance, Social Housing Act, Disability Discrimination Act, Decent Homes Standards and Energy Efficiency.
- Evaluate, scope and design PIE (Psychologically Informed Environments) and St Mungo's Homes Standards in all regeneration and retrofit projects.
- Contribute to our internal strategy for retrofit and energy efficiency, continuing to update our targets and specifications to reflect best practice.
- Liaise with the Asset Data Manager to improve the energy efficiency and sustainability stock data for our housing assets.
- Work closely with the Client Services Resident Engagement team to plan and implement communication, engagement and monitoring/evaluation strategies on energy efficiency projects.

Project Administration

- Take overall responsibility for the establishment and upkeep of an effective and auditable filing structure.
- Prepare capital budgets, revenue forecasts, cash flow forecasts, reinvestment/retrofit programmes and ensure monthly valuations are certified.
- Lead on the selection and appointment of professional services, including architects, engineers, solicitors, etc.
- Measure performance indicators for contractors and consultants to drive efficiency, quality, and continuous improvement across all reinvestment/retrofit projects.
- Ensure records are kept which meet statutory and regulatory obligations, including CDM.
- Be familiar with funder and regulatory requirements and ensure that schemes are delivered in accordance with HCA/GLA or other commissioner requirements and to take a lead on preparing for external audit inspections.
- Work with the Finance Team and ensure corporate financial and other records are accurate and up to date.

Asset Management

- Actively support and lead, where appropriate, on the delivery of St Mungo's Asset Management Strategy within the context of the Strategic Plan to deliver on its core purpose and priorities and meet statutory, regulatory and financial obligations.
- Liaise with the Asset Data Manager on the maintenance and improvement of the quality and range of asset data on reinvestment, disposal, energy efficiency, building safety, sustainability and planned maintenance programmes of work and the way it is captured, stored, managed and integrated to successfully inform investment and active asset management decisions and planned programme priorities.
- Oversee the development of the short- and long-term reinvestment, disposal, energy efficiency, building safety, sustainability and planned maintenance programmes of work and ensure they are managed efficiently, planned well, delivering on time and to budget to maintain good quality, high performing, value for money homes and projects.
- Lead on the organisation's stock disposal programme, in collaboration with other key stakeholders.

Financial

- Ensure all appropriate business rules for St Mungo's are followed in the management of budgets, ordering works and paying contractors.
- Be responsible for the oversight and performance of all capital and revenue budgets related to functional areas - including developing a suite of commercial controls and reports to give assurance of value for money, taking full account of organisational priorities, financial viability, risk and legal and regulatory obligations.
- Drive continuous improvement efficiencies relating to own areas of responsibility with a focus on demonstrable value for money savings.

Relationships

- Develop and maintain constructive and fruitful relationships with all key stakeholders, maintaining our excellent reputation, to benefit St Mungo's and our service delivery to residents.
- Proactively lead on raising the department profile with internal and external stakeholders including presenting at organisational and partner meetings with a focus on communicating our strategies, business objectives, priorities and performance.

- Communicate confidently clearly in writing and verbally, with impact and influence, to a wide range of audiences to positively represent St Mungo's position and sustain productive working relationships.

To Lead and Manage a Team

- Take the lead in recruitment and selection of new staff to the team.
- Develop performance targets and quality control measures for the work of the team and monitor team members' work to ensure that these are met.
- Support staff by setting clear objectives and holding individual supervisions regularly.
- Ensure good communication between staff by holding team meetings regularly, and additional briefings as necessary.
- Induct new staff and plan the continuing development of existing staff based on an annual appraisal.
- Manage the workload of the team to ensure that adequate cover is always provided.
- Ensure the health and safety of team members. This will include implementing procedures for office safety and use of computer equipment.
- Define (and review from time to time) the roles of staff to ensure these support the function's aims and objectives.
- Operate St Mungo's disciplinary and grievance procedures, where necessary.

GENERAL

- Adhere to St Mungo's Policies and Procedures, at all times.
- Cover for other members of the team and department, as necessary.
- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Attend and participate in Leadership Plus, departmental and team meetings, as required.
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Head of Reinvestment and Sustainability

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Proven experience managing complex reinvestment and retrofit programmes and substantial budgets, ideally within a social housing or local authority setting, while building and maintaining relationships with key stakeholders (e.g., QS, Architect, Contractor).
2. Relevant professional qualification (RIBA, RICS or CIOB) within the built environment or relevant experience.
3. Strong construction and technical knowledge, including a thorough understanding of JCT's, Building Regulations and other relevant legislation.
4. Demonstrated understanding of PAS 2035, ECO funding, SHDF, and other energy efficiency schemes and experience of actively inputting and driving design development and environmental standards.
5. Experience working with Retrofit Coordinators, Assessors, and Designers to ensure compliance with best practices and awareness of funding application processes for retrofit and decarbonisation projects
6. Experience of delivering effective leadership of a team, including direct line management of staff.

Skills, Knowledge and Abilities

7. Proficient in MS Office applications (Word, Excel, Access, PowerPoint) and specialist software (Proval, Sequel).
8. Excellent stakeholder management, communication and interpersonal skills, including negotiation and influencing skills.
9. Strong project management skills, able to oversee different areas and people effectively.
10. Experience of financial appraisal, risk management, with a strong focus on value for money, and efficiency, and driving transformational change.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity and equality.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

| COMPETENCY | PRIMARY INDICATORS |
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| Improving and Innovating | <ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness. |
| Interacting and Influencing | <ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills. |
| Understanding and Doing | <ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability. |
| Involving and Including | <ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients. |
| Managing and Empowering (for managers only) | <ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth. |