

JOB DESCRIPTION

JOB TITLE:	Capital Operations Manager	JE NUMBER: A13620
DIRECTORATE:	Housing	BAND: 12
RESPONSIBLE TO:	Head of Housing Property Services	
RESPONSIBLE FOR:	Delivery of the Housing Capital Programme (up to £10m annually). Direct line management of four employees and overall responsibility for up to forty-five employees.	
MAIN PURPOSE OF POST:	To provide strategic and corporate-level leadership for the operational delivery of the Council's Housing Capital Programme, ensuring that investment works (including kitchens, bathrooms, roofing, windows, doors and adaptations) are delivered safely, compliantly and in full alignment with regulatory standards and value for money principles. The postholder is the Council's accountable operational lead for capital delivery, with delegated responsibility for financial stewardship of programmes of up to £10m annually, management of a multi-layered workforce structure, and mitigation of operational and statutory risk. The role operates with substantial autonomy, translating corporate and asset investment strategies into effective delivery models, ensuring compliance with social housing regulatory frameworks.	

DUTIES AND RESPONSIBILITIES:

1.	Operate with full autonomy as a tier 5 operations manager within HPS, providing strategic direction and operational oversight for all capital works and determining operational delivery models, workforce structures and resource deployment.
2.	Act as a senior advisor to the Head of Service on capital programme planning, delivery risks, performance and resource requirements, and all aspects of value for money across HPS, ensuring collaborative working with the council's S151 Officer.
3.	Act as the Council's operational lead for capital delivery, ensuring implementation across Housing Property Services.
4.	The postholder is accountable for ensuring the safe and compliant delivery of capital works programmes.
5.	Act as the accountable budget holder for all capital works programmes, ensuring effective financial management across approved schemes. Lead on multi-year financial forecasting, monitoring, and variance management to maintain programme delivery within allocated resources. Work in close partnership with the Head of Asset Management to develop and agree the annual capital budget, contributing expert

	operational insight and ensuring the programme is deliverable within Housing Property Services' capacity and financial parameters.
6.	Acts as the responsible operational lead for capital programme risks, ensuring mitigation strategies are implemented and providing assurance to Head of Service and Strategic Housing Board.
7.	Work collaboratively with other tier 5 managers across the housing directorate to deliver shared objectives, including landlord compliance, safety, regulatory standards and Housing Ombudsman requirements, and all relevant health and safety legislation.
8.	Work closely with Housing Management, Asset Management, Tenant Engagement and Repairs to ensure seamless delivery and minimal disruption to tenants.
9.	Ensure all capital works comply with health and safety legislation, building regulations, CDM requirements, and internal policies.
10.	Work closely with Finance colleagues, Head of Service and service managers to monitor current and future spend, identify any potential savings and deliver ongoing efficiencies.
11.	Act as the strategic lead for value for money across Housing Property Services, embedding VfM principles within capital investment planning, and service delivery, working collaboratively with the Central Services Operations Manager to ensure VfM principles are embedded within procurement strategies.
12.	Lead strategic benchmarking of costs, productivity and programme performance against sector standards and comparable landlords
13.	Provide professional challenge to operational and financial assumptions, ensuring major investment decisions demonstrate clear value for money outcomes.
14.	Manage capital budgets of up to £10m, ensuring robust financial control, accurate forecasting and delivery within approved allocations.
15.	Work closely with other tier 5 managers within Housing Property Services to ensure resource is fully utilised across the service, meeting all the needs of the service.
16.	Produce high quality reports on capital programme performance for senior management, Members and tenants ensuring accuracy, insight and transparency.
17.	Deliver a culture of service development and continuous improvement by learning from best practice elsewhere, benchmarking performance and responding to customer feedback.
18.	Ensure capital work programmes are delivered to a high quality, to budget and within target timescales.
19.	Lead the planning, scheduling and delivery of capital programmes, ensuring works are completed to specification, on time and within budget. Support the Repairs team with the out of hours service
20.	Work closely with the Asset Management Service to ensure all quality, health and safety, customer focus and value for money requirements are met.

21.	Ensure procurement activity is compliant, transparent and delivers high-quality outcomes.
22.	Maximise the use of IT to deliver efficiency and performance improvement.
23.	Work closely with the tenant engagement team to ensure the tenants' voice is listened to and feedback used to drive service improvements.
24.	Contribute to the development of policies, procedures and practices that ensure compliance with the Regulator of Social Housing, Housing Ombudsman requirements and wider statutory obligations.
25.	Acts as the responsible operational lead for capital programme risks, ensuring appropriate mitigation measures are implemented and monitored. Identify risks to be added to the directorate risk register, monitor risks and recommend / deliver risk mitigation actions and provide assurance to Head of Service and Strategic Housing Board.
26.	Ensure robust assurance mechanisms are in place, escalating material risks to Head of Service and Central Services Operations Manager and leading responses to audit, inspection, regulatory review or Ombudsman scrutiny.
27.	Ensure all accidents and incidents (including vehicle incidents) are investigated, working with Trade Union colleagues, and that lessons are learned and corrective / preventative actions are implemented swiftly and thoroughly.
28.	Support the Head of Service and other managers with all emergencies and business continuity planning.
29.	Ensure effective resource planning across internal teams to maximise productivity and minimise downtime.
30.	Lead and develop a multi-layered management structure, providing strategic direction to operational managers responsible for trade teams and contractors.
31.	Accountability for managing external sub-contractors including health and safety assurance.
32.	Provide strong leadership and strategic direction to the Workforce and Project Managers responsible for trade capital works teams, leading by example, and ensuring employees can access learning and development where required for their role, and that all HR policies and procedures are following in respect of support, performance management, sickness absence (up to and including level 4) and disciplinary matters.
33.	Lead on recruitment to vacant posts, induction and probationary reviews.
34.	Establish a high-performance culture through effective workforce planning, succession development, performance management and constructive engagement with Trade Unions, ensuring service resilience and operational continuity.
35.	Required to undertake and apply duties under the Construction (Design and Management) Regulations 2015, ensuring work is planned and specified to eliminate,

	reduce, and control risks, and that all relevant information is provided to HPS operatives to enable safe delivery.
36.	Escalate any safeguarding concerns raised by employees to the Safeguarding Link Officer.
37.	Deputise as required in the absence of other Managers and the Head of Service.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	X
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	

You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	
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It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Capital Operations Manager	JE NUMBER:	A13620
DIRECTORATE:	Housing	DATE:	June 2026

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Strategic leadership and people management skills with the ability to lead large, multi-disciplinary operational teams and influence senior stakeholders	AF / I
•	Highly developed communication skills able to convey complex, technical, financial and programme information clearly to Members, senior leaders and external partners	AF / I
•	Excellent IT skills, including use of asset management systems, performance dashboards and programme management tools	AF / I
•	Ability to produce high quality analytical reports, business cases and performance insights to support strategic decision-making	AF / I
•	Strong financial and budget management skills, multi-year forecasting, cost control and value-for-money analysis for programmes up to £8m	AF / I
•	Excellent problem-solving and critical thinking skills, with the ability to manage complex operational challenges and competing priorities	AF / I
•	Advanced project and programme management skills, including planning, risk management, resource allocation and performance monitoring	AF / I
•	In-depth knowledge of health and safety legislation, CDM regulations and statutory compliance relevant to capital works	AF / I
•	Strong risk-management capability, including identification, mitigation and escalation of operational and strategic risks	AF / I
•	Comprehensive knowledge of delivering capital investment programmes in social housing, including quality standards and regulatory expectations in social housing stock	AF / I
•	Detailed understanding of Regulator of Social Housing standards, Housing Ombudsman requirements and compliance frameworks	AF / I
Desirable		
•	Contract management and supplier-performance management skills, including NEC/JCT or similar frameworks	AF / I
•	Knowledge of wider social housing management legislation, policy and procedures	AF / I
•	Ability to design and deliver training, toolbox talks or technical briefings	AF / I

EXPERIENCE		
Essential		
•	Significant experience of leading and managing large-scale capital programmes in a social housing or similar regulated environment	AF / I
•	Experience of producing and presenting complex programme, financial and performance information to senior management, Members or governance boards	AF / I
•	Proven experience developing and managing performance frameworks, KPIs and reporting systems	AF / I
•	Experience of managing budgets, forecasting expenditure, cost control and delivering efficiencies	AF / I
•	Experience of working in a local authority and / or social housing landlord setting with a strong understanding of governance and accountability.	AF / I
•	Experience of working in the construction or property maintenance industry, including managing internal trade teams and contractors	AF / I
•	Demonstrable experience of delivering successful service improvements and transformation projects	AF / I
Desirable		
•	Experience of working / engaging directly with tenants and residents, including consultation and feedback processes	AF / I
•	Experience of working collaboratively with trade unions, supporting constructive industrial relations	AF / I
QUALIFICATIONS		
Essential		
•	Educated to degree level in a relevant subject or equivalent senior-level experience	Qualification / Certificates
•	Management or leadership qualification (ILM, CMgr or equivalent)	Qualification / Certificates
•	Full current driving licence	Qualification / Certificates
Desirable		
•	Health and safety qualification (IOSH, NEBOSH or equivalent)	Qualification / Certificates
•	Project or programme management qualification (PRINCE2, APM, MSP or equivalent)	Qualification / Certificates
OTHER REQUIREMENTS		
Essential		

•	To display the council's values and behaviours when carrying out the job role	AF / I
•	To perform the job role in accordance with the specified level of the council's Competency Framework	AF / I
•	Commitment to self-development, service improvement and organisational effectiveness	AF / I

COMPETENCY REQUIREMENT:

Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Level: 2		
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	Interview
Level: 2		
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 2		

Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 2		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 2		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
Level: 2		
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 2		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service	Interview

Level: 2	objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 2		