

London Borough of Lambeth Job Description

Job Title:	Social Value and Innovation Manager
Grade:	PO5
Department:	Resident Services
Division:	Housing Services
Business Unit:	Commercial Services
Responsible to:	Senior Contract and Procurement Manager
Responsible for:	Contractors Contractor's Social Value Manager Auditors Charitable and Voluntary Organisations Skills and Employment Enterprises Grant and Funding Organisations

Main Purpose of the Post

To drive a social value and innovation programme across Housing Services. Co-ordinate, monitor and review contractor progress against commitments for social value and innovation. Manage the council's governance framework for monitoring contractor performance against commitments. Work with contractors and their social value managers/leads in developing proposals and programmes and, in particular, in facilitating access to council expertise and relevant external agencies.

Work collaboratively with business unit managers and contractors to support social value initiatives and introduce procedures and policies to ensure consistent progress across Housing Services. Undertake research and develop solutions that contribute towards the Council's Borough Plan and social value and innovation commitments – with particular emphasis on social equality, employment, training and skills, carbon footprint reduction, sustainability and health and digitisation.

Key Accountabilities

1. Produce and maintain a social value and innovation strategy based around contractor commitments for Housing Services. Develop delivery plans for the different elements within the strategy.
2. Maintain oversight of all contractor commitments for social value and innovation. Organise and support social value and innovation working groups as necessary including preparing papers, chairing and administering meetings, running workshops and drafting minutes.
3. Work closely with contractors to ensure commitments are actioned and progress monitored. Identify problems in any of the programmes or with any of the contractors and ensure that proposals for improvement are prepared, presented and agreed. Ensure these improvements are recorded, reported and considered by appropriate boards and/or committees.
4. Provide a sounding board for contractors in terms of developing and applying new and/or changed ideas. Advise contractors on how to engage as necessary with Lambeth and local external agencies. Work on related/connected initiatives and

programmes as required. Ensure ideas and learning from the social value process are taken into the organisation.

5. Ensure that dynamic systems are applied to help monitor, present and join up social value and innovation initiatives and compare progress in different parts of the Borough. The objective is to show against deprivation indices where social value initiatives are making a difference.
6. Ensure that senior managers within Resident Services are regularly updated on progress and problems in the delivery of the various plans and commitments. Prepare agendas, record actions and ensure effective follow up by the accountable officer and/or contractor from all social value and innovation sessions within the formal monitoring structure.
7. Recruit and manage a team as required.
8. Explore new thinking and developments in terms of social value and sector innovation including reports and position papers for discussion with the various Boards and senior managers. Prepare performance and progress reports for officers and councillors as required.
9. Develop and facilitate the delivery of communication plans to support social value innovation and ensure effective consultation and engagement is undertaken with residents, cabinet members and other stakeholders. Manage specific projects as necessary. For example, the introduction of a social value and innovation newsletter.
10. Identify and lead in the preparation of social value and innovation bids for income generating opportunities for Housing Services - engaging as necessary with service managers, consultants and other stakeholders.
11. Attend meetings with and report to senior managers and other staff, cabinet members, residents' bodies and other stakeholders on progress and other issues relating to the delivery of procurement projects. Deal with general enquires, member enquires and complaints relating to procurement projects.
12. Provide social value related advice to all business units within Housing Services. Develop best practice in relation to the social value and continuous improvement and support operational in delivering social impact and positive social outcomes. Recommend and develop suitable key performance indicators.
13. Maintain appropriate risk registers and early warning registers and ensure early warnings are issued as required for matters/events that may impact on the delivery of social value commitments.
14. Undertake a gap analysis of the social value commitments to identify areas where further initiatives should be explored or where collaborative working could enhance

social impacts. Develop best practice in the management and delivery of social value of contracts. Act as a point of escalation for disputes and seek to resolve in line with contractual agreements.

15. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes the Data Protection Act, the Health and Safety at Work Act, Equalities and Diversity, Standing Orders and Financial regulations.
16. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
17. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
18. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
19. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

PERSON SPECIFICATION

PO5 Social Value and Innovation Manager

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confidence scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	A relevant degree, professional qualification or relevant experience of corporate social responsibility, social impact and innovation with evidence of on-going professional development.	A ✓
	K2	Knowledge of social value, project management and contract management in relation to housing repairs and maintenance.	A ✓
	K3	Demonstrable understanding of the importance of social value in securing positive change and of technology in driving innovation.	A ✓
Relevant Experience	E1	Substantial experience in a senior post or in a role as a business or corporate influencer in a large organisation.	A ✓
	E2	A successful track record of managing complex projects and of influencing outcomes with multiple stakeholders. Some housing and/or construction experience would be beneficial.	A ✓
	E3	Demonstrable track record of developing social value initiatives and/or innovation programmes. Experience of running large project groups to deliver multiple outcomes will be important.	A ✓
	E4	Ability to make strategic decisions and exercise political awareness in a democratic organisation of similar size and complexity.	A ✓
	E5	Track record of successful people management and/or of managing multiple projects and work streams.	
Core Behaviours		<p>Focuses on People:</p> <p>Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of</p>	

		<p>those we impact. It's about ensuring we have the right processes in place. Behaviours appropriate to this role include:</p> <ul style="list-style-type: none"> • Maintaining and developing staff and partners by having one-to-ones, appraisals, team meetings and training plans • Empowering and supporting staff and being responsible for your team including being open and transparent in working with the lead members of the contractors • Knowing your staff and contractor partner leads and showing empathy with their issues • Thinking about what you would like if you were the customer • Being consistent and focussing on team building and collaborative working to achieve excellence • Creating an environment where staff and contractor leads can be creative • Treating everyone with respect, equally and fairly • Recruiting the best staff and providing quality learning opportunities • Ensuring an effective induction program for new joiners and returners. Ensuring contractor partners understand the dynamics and people values within Lambeth 	
		<p>Takes Ownership:</p> <p>Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development. Behaviours appropriate to this role include:</p> <ul style="list-style-type: none"> • Having regular one-to-ones and conversations with your staff/contractors to discuss progress and seek feedback • Engaging your staff/contractors in discussions about what's required to deliver and giving a sense of resource available • Achieving buy-in from staff/contractors so they can truly own their work by breaking down tasks into something achievable • Working with your staff and contractors to provide creative development opportunities including self-development • Owning your budget and spend, ensuring your teams focus on meeting outcomes • Identify and owning opportunities for service development 	

		<ul style="list-style-type: none"> • Being courageous even when you don't know the answer 	
		<p>Works collaboratively:</p> <p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <p>Behaviours appropriate to this role include:</p> <ul style="list-style-type: none"> • Working with colleagues across the council to avoid silos and get things done in the most informed and best way • Encouraging staff to input to their objectives, then summarising goals and monitoring via regular one-to-ones • Building individual's and contractors ideas into team work planning • Seek to broaden the skill set of teams so that they can have transferable skills and support across a range of teams • Encouraging staff and contractor leads to support each other where necessary to complete tasks and meet objectives • Promoting the development of skills and giving staff room and time to develop • Developing team morale, cohesiveness and also collaboration with contractors to help each member feel valued and productive and to build best working relationships 	
		<p>Communicates Effectively:</p> <p>Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <p>Behaviours appropriate to this role include:</p> <ul style="list-style-type: none"> • Having regular, open conversations with people, clearly expressing ideas and views, seeking and passing on customer, contractor and staff feedback and suggestions • Setting up open communication channels for two-way feedback • Finding out and knowing your staff's and contractor leads skills and strengths, listening to what each other has to say and working as a team to deliver outcomes 	

		<ul style="list-style-type: none"> • Making time for regular catch ups, team meetings and one-to-ones to give and receive information • Thinking carefully about avoiding jargon both internally and externally 	
		<p>Focuses on Results:</p> <p>Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p> <p>Behaviours appropriate to this role include:</p> <ul style="list-style-type: none"> • Being ambitious, knowing the bigger picture of borough improvement and how social value and innovation can help achieve this • Ensuring teams/contractor leads are clear about the outcomes and objectives of the Council and show a clear link between what they do and how it makes an impact on the customer • Listening to feedback from questions asked on how to improve service while considering costs • Setting clear objectives and targets, ensuring they are SMART and measurable and linked to business plans • Working with staff and contractor leads to make sure they have the right resources, tools and support to achieve their objectives • Helping staff and contractors stay motivated by finding and sharing learning opportunities for development and making them feel valued • Looking at any barriers or obstacles to work, review what is slowing down our progress • Exploring ways to improve the way things are currently done ensuring we maximise our resources • Meeting regularly with staff and contractor leads to ensure work is on track and focussed on objectives and tasks 	