

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Continuous Improvements and Training Manager	Grade:	PO5
Reports to (Designation):	Quality Assurance & Service Improvement Manager	Grade:	SMG1
Directorate:	Quality & Investment	Department:	Repairs

Main Purpose of the job:

To lead and coordinate all continuous improvement and training activities within the repairs and maintenance service.

To ensure the service delivers consistently high-quality, customer-focused outcomes through effective performance analysis, process innovation, and workforce development.

To use data insights and customer feedback to drive service enhancements and embed a culture of learning and excellence.

To ensure all repairs comply with statutory, regulatory, and contractual obligations. Lead on apprenticeships within the repair's directorate.

Ensure robust induction and training programme for new starters and maintenance training.

Summary of Responsibilities and Personal Duties:

- Lead service improvement initiatives using performance data, resident feedback, and operational analysis.
- Identify inefficiencies and implement smarter ways of working to enhance service delivery.
- Develop and maintain a continuous improvement framework aligned with strategic objectives.
- Collaborate with internal teams and contractors to embed best practices and innovation.

- Design and deliver training programmes for operational teams and supply chain partners.
- Ensure staff are equipped with the skills and knowledge to meet quality standards and service expectations.
- Promote a learning culture through coaching, mentoring, and knowledge sharing.
- Evaluate training effectiveness and adapt programmes to meet evolving service needs.

- Ensure apprenticeships throughout the repairs service are effective liaising with education partners.
- Develop and implement a quality management plan to ensure compliance with standards and contractual obligations.
- Investigate service failures and ensure corrective actions are implemented effectively.
- Analyse data from audits, inspections, and customer feedback to identify trends and risks.
- Produce detailed reports for senior management, highlighting performance and improvement opportunities.
- Monitor KPIs and SLAs to ensure service targets are met and exceeded.
- Ensure repairs and maintenance services comply with health and safety regulations and housing legislation in regard to statutory training and tracking deadlines.
- Maintain accurate records and documentation within the quality management system.
- Work collaboratively with internal teams, contractors, and suppliers to enhance service outcomes.
- Promote a customer-first culture across the service.

Repairs Software & Digital Solutions

- Oversee the use of repairs management systems to support service delivery and training.
- Ensure systems capture accurate performance data and feedback for analysis and improvement.
- Work with IT and service teams to troubleshoot issues and enhance system functionality.
- Promote digital tools that support learning, streamline workflows, and improve customer experience.

Internal Contacts: All staff within Housing and Property Service and colleagues throughout the council, including cross-functional colleagues involved in collaborative service delivery, strategic planning, and operational support.

External Contacts: MP's, advice agencies, advisers, contractor's and their representatives, tenants and tenant organisations, residents associations and working parties, leaseholders, members of the public, relevant building professionals, consultants, legal advisors and other external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

DBS Disclosure Required? No

(Tick as appropriate – guidance available from your HR Advisor)

PERSON SPECIFICATION

JOB TITLE: Continuous Improvement and Training Manager POST NO:

DEPARTMENT: Housing Services

GRADE: P05

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Knowledge:.

- In-depth understanding of repairs and maintenance operations within housing or property services. **S**
- Strong knowledge of continuous improvement
- Familiarity with quality assurance frameworks and performance management systems. **S**

- Knowledge of relevant health and safety regulations, housing legislation, and compliance standards.
- Awareness of digital tools and systems used in repairs management.

Skills:

- Excellent analytical skills with the ability to interpret complex data and performance metrics. **S**
- Strong leadership and team development capabilities.
- Effective communication and presentation skills for diverse audiences.
- Skilled in designing and delivering training programmes. **S**
- Proficient in using repairs management software and digital platforms. **S**
- Problem-solving and decision-making skills under pressure.

Experience

- Significant experience in a senior role within repairs and maintenance or a related operational service.
- Proven track record of leading service improvement initiatives and embedding quality assurance practices.
- Experience in designing and delivering training to operational teams and contractors.
- Demonstrated success in managing performance through KPIs and SLAs.
- Experience working with IT teams to enhance system functionality and reporting tools.

Professional Qualification and Education:

- Degree or equivalent qualification in a relevant field (e.g. Business Management, Construction, Housing, or Training & Development).
- Health and Safety qualification (e.g. IOSH, NEBOSH) – desirable.

Equality & Diversity:

- Demonstrates a strong commitment to equality, diversity, and inclusion in service delivery and team development.
- Ensures training and improvement initiatives are accessible and inclusive.
- Promotes a respectful and supportive working environment for all staff and residents.

Personal Qualities:

- Passionate about service excellence and continuous improvement.
- Collaborative and approachable, with a strong team ethic.
- Resilient and adaptable to change.
- Proactive and self-motivated with a focus on outcomes. Empathetic and customer-focused, with a commitment to listening and learning. High integrity and professionalism in all aspects of work.