



## SECTION 1: JOB DESCRIPTION

<b>JOB TITLE:</b>	Associate Architect		
<b>SERVICE AREA:</b>	Design Services		
<b>DIVISION:</b>	Design Construction & Facilities Management (DCFM)		
<b>GRADE:</b>	TBC – GR6 / GR7	<b>NO OF POSTS:</b>	One
<b>SALRY</b>	Up to 60K (pay award pending)	<b>DATE:</b>	October 2023
<b>ID REF:</b>			

### 1. PURPOSE OF JOB:

- 1.1 To be responsible and accountable for the management of a service area within Acivico.
- 1.2 To develop and deliver market-led/customer-focused business plans aimed at growing the reputational value, customer base and profitable income potential of Acivico.
- 1.3 To ensure and provide the drive, analysis, processes and information to deliver agreed customer financial, operational and people development performance targets.
- 1.4 To work flexibly and exhibit and endorse the vision and values and behavioural traits of the organisation.
- 1.5 Responsible in providing a full range of professional design and Architectural services to internal and external clients. To represent Acivico and maintain the highest possible standards of design and construction.

### 2. KEY RESPONSIBILITIES:

- 2.1 **Customer Retention and Market/Opportunity Development** : Including Acivico Market Profile and New Service Solution/Product Development.

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop in line with key 'strengths' to ensure flexible and integrated working across the organisation.

1. To lead, contribute to and support growth and marketing campaigns related to the service and /or wider Acivico.
2. To maximise income and control expenditure to achieve or exceed agreed financial performance targets.
3. To identify and implement an innovative, growth focused strategy, underpinned by continuous service improvement and new service introduction in relation to both existing and emerging markets.
4. To initiate and/or support market research/analysis to inform the preparation of annual service business plans/recommendations, capturing detailed revenue and expenditure profiles, relevant to the Design Services discipline, ensuring that all business development opportunities, new products, services and markets, are optimised.
5. To maintain an awareness of external factors including competitors, construction developments, government business initiatives, current and



proposed legislation in relation to commercial activities, which impact the business. Communicating such information and any subsequent changes to the team and service area.

6. To build and develop collaborative relationships with colleagues, key customers and stakeholders.
7. To represent the company at networking events, conferences and exhibitions to enhance and strengthen the company's profile and optimise all business development opportunities.
8. To review and assess the potential to develop strategic partnerships with sector specialists.
9. To champion and lead each new product or service development from innovation through to successful implementation across the Design Services division, to enable it to become a core part of the business.
10. To demonstrate negotiation and influencing skills to benefit the organisation.

## 2.2 **Operational Performance:**

1. To form part of Acivico DCFM's Senior Leadership Team providing collaborative management across all services.
2. To lead and develop a high performing Design Services team geared to providing exceptional customer service and demonstrating commercial acumen in line with Acivico's vision, values and overall business strategy.
3. To focus on striving for excellence by generating additional income and driving out unnecessary waste through continuous process improvement and embracing and implementing change and reviewing existing products, services and markets.
4. To ensure that all commercial activities meet or improve on budget, cost and efficiency targets, KPI's, in line with business objectives.
5. To lead and drive all performance data requirements and ensure clear measurable and achievable goals and objectives are set for the service.
6. To oversee ongoing service delivery risk to ensure the highest standards of customer service are delivered.
7. To input into SHEQ objectives and strategies that clearly align with the delivery of services under the Design Services function.
8. Any other duties as commensurate with the post.

## 2.3 **People Management:**

1. To ensure the effective management of staff in line with Acivico's people management policies including:
  - undertake ongoing supervision and review of direct reports through the PDR and 1-1 process and ensure this is embedded for all indirect reports within service area and integrated service projects,
  - identifying employees with talent and potential and recommend their inclusion in the talent management programme,
  - identifying the top performance and implement appropriate action plans to further enhance their performance and career in Acivico,
  - identifying non-performers and develop personal development plans and monitor their progress on a monthly basis,
  - providing career guidance or mentoring to the Design Services team and encourage them to be career focused through personal and professional development of their RIBA, CIBSE, or equivalent professional membership,



- assisting in monitoring and evaluation of the performance of talented employees and implementing appropriate retention strategies to minimise the staff turnover rate.
2. Ensuring good relations and communications with all members of the team and responding politely and in a timely fashion to internal and external customers.
  3. To oversee the operation of a full range of relevant HR procedures in accordance with Acivico's policies.
  4. To ensure compliance with all statutory requirements, e.g., Health & Safety, etc., and the implementation of a positive Health & Safety culture that has ownership at all levels.
  5. Observance of Acivico's Equal Opportunities policy.

#### 2.4 **Finance and Commercial (Contracts) Performance:**

1. To oversee the profitability, efficiency, continuous development and compliance of all client contracts/agreements.
2. To have overall responsibility for management of all resources, including budgets, staff, service delivery partners and/or contractors, associated with the Design Services unit / division.
3. To assess the risks to the business and any new opportunities.
4. Ensure that all external appointments are made in line with the Company Governance framework and supported with the relevant contracts.
5. Ensure that the Design Services team are delivering services in line with the relevant framework or contract requirements.
6. Ensure the compliance of Business Support's systems with the Data Protection Act and Freedom of Information Act; record management; filing and muniments systems.
7. Comply with Acivico's agreed Quality Management System (QMS) in accordance with the ISO9001 Quality Accreditation, ISO14001 Accreditation or an equivalent standard. Standing Orders, Financial Regulations, Data Protection Act, Freedom of Information Act and relevant policy/legislation.

### 3. **SUPERVISION REQUIRED:**

**Supervising Officer:** Director of DCFM

**\*Level of Supervision :** 3

### 4. **SUPERVISION GIVEN:** (excluding those who are indirectly supervised, i.e., through others)

<b>Post Title:</b>	<b>Grade:</b>	<b>No of Posts:</b>	<b>*Level of Supervision</b>
Designers/Architects/Various	GR4, 5 & 6	Up to 5	2 & 3

\*Level of Supervision:

1. Regularly supervised with work checked by supervisor
2. Left to work within established guidelines subject to scrutiny by supervisor
3. Plan own work to ensure the meeting of defined objectives

### 5. **SPECIAL CONDITIONS:**

1. The role may require working outside of normal hours.
2. The role involves regular visits to different sites and clients in the Birmingham and West Midlands Area.



## **6. SPECIFIC JOB REQUIREMENTS:**

1. To take the leading role in the provision of professional Architectural/Design services either individually or as part of a team working with multi-disciplinary colleagues within Acivico, external consultants, partners, clients and contractors.
2. To provide a design service of the highest quality and in managing programmes of work and budgets.
3. To manage staff resources to ensure effective project delivery and in establishing and monitoring agreed fee levels for individual projects.
4. To train and develop Architectural and Design staff within the Practice.
5. To develop and maintain effective contacts with internal and external clients, other Acivico disciplines, external consultants, contractors, elected members, building users, government agencies and statutory bodies.
6. To be responsible for the development of design policy and to promote, both internally and externally, an innovative and sensitive approach to design, procurement and collaboration.
7. To provide project teams with expert Architectural advice and technical expertise including design, on projects.
8. To take the leading role in co-ordinating, undertaking and advising on all aspects of the Architectural function including inception and feasibility studies, scheme design, presentations, technical information and details
9. To lead in developing, producing and advising on, technical specifications
10. To act as project Architect/Designer, or to manage colleagues, on selected schemes, including major projects, ensuring that they comply with standing orders, financial regulations codes of conduct and other requirements of internal and external clients.
11. To include sustainability in all design and maintenance projects, to the latest sustainability targets and to assist in developing future policy. Include a service offering for Passivhaus and equivalent sustainability specifications where required or beneficial by clients.
12. To respond to complex issues, service disputes and complaints in consultation with the Director of DCFM where relevant.
13. To produce monthly finance and activity reports for the Design Services unit and give timely input into the DC Board report prepared by the Director of DCFM.
14. To champion and develop the Design services for growth with digital technologies, such as BIM, to help expand the quality and diversity of the design offer.



## SECTION 2: PERSON SPECIFICATION

**Method of Assessment:** AF = Application Form; I= Interview; P = Presentation

	Essential	MoA
	<b>Experience:</b>	
1.	Proven track record in managing within a commercial environment	AF/I/P
2.	Possess a strong commercial awareness and a proficiency in maximising business streams, i.e., generating sustained levels of income and bringing new products/services to market	AF/I/P
3.	Experience of liaising and managing outsourced/contractual relationships and building and maintaining excellent client communication	AF/I/P
4.	Experience of managing conflicting priorities whilst remaining results focussed in order to achieve business objectives	AF/I/P
5.	Use of detailed management information to inform strategic and operational business decisions.	AF/I/P
6.	Experience of providing entrepreneurial leadership such as implementing new ideas, procedures or methods.	AF/I/P
7.	Proven senior management experience in people management including leading and inspiring teams to deliver results and effective succession planning through, e.g., developing talent	AF/I/P
8.	A detailed understanding of the political, economic and social environment in which Acivico's services are delivered.	AF/I/P
	<b>Skills &amp; Abilities:</b>	
1.	Ability to effectively manage financial and staff resources to provide a cost effective and efficient service including a proven track record in managing complex works/programmes and projects to time, cost and agreed quality.	AF/I/P
2.	Ability to communicate and collaborate effectively at all levels and able to build partnerships with a wide range of stakeholders.	AF/I/P
3.	Demonstrate an ability to achieve excellence through maximising people resources through effective performance management including managing talent and poor performance	AF/I/P
4.	Ability to develop business plans in line with market opportunities and deliver performance against this.	AF/I/P
5.	Demonstrate a clear commitment to and experience of achieving excellence through continuous improvement of outcomes, products and processes throughout their area of responsibility.	AF/I/P
6.	A passion for service excellence and a tenacious approach in the pursuit of business objectives.	AF/I/P
7.	Ability to think and act strategically on own initiative in a pressurised environment making difficult decisions and innovating to ensure the delivery of business objectives.	AF/I/P
8.	Ability to manage and present detailed and complex reports including financial information for a range of audiences. Able to demonstrate skills in analytical thinking and problem solving.	AF/I/P
9.	Understanding and application of appropriate business specific legislation including H&S	AF/I/P



	Essential	MoA
10.	Demonstrate a commitment to customer services in the context of a diverse customer base, ensuring quality and productivity goals and standards are met. Understand and is committed to value for money.	AF/I/P
11.	Ability to set out a clear vision for their service area.	AF/I/P
1.	<b>Training &amp; Development:</b> Evidence of continuous professional development and management training	AF/I
1. 2.	<b>Qualifications:</b> 1. ARB, RIBA - Chartered status or equivalent experience. 2. Degree in appropriate business related subjects/discipline or equivalent experience	AF/I

### SECTION 3 : LEADERSHIP BEHAVIOURS

In addition to the above requirements you will be asked to demonstrate strengths in support of Acivico's Leadership Behaviour frameworks. Our Behaviours are defined under the following four core areas.

- Sees the Bigger Picture
- Builds Lasting Relationships
- Has Personal Credibility
- Delivers Through Others

Core Area		Core Area	
Sees the Bigger Picture		Builds Lasting Relationships	
<b>Has a good head for business</b>	<i>Is commercially aware. Knows how to make money and save money. Is close to their customers and as a result of this spots opportunities. Is profit focussed and delivers good margins. Has a good head for figures, resulting in solid negotiating and managing risks.</i>	<b>Make relationships work</b>	<i>By regular two way dialogue. Puts themselves in other's shoes, sees things from their perspective. Listens and respects others' opinions. Articulates points with passion and conviction. Engenders goodwill through their warmth and humility. Openly talks about the issues which matter. Build trust by delivering on their promises.</i>
<b>Thinks and looks several steps ahead</b>	<i>While delivering today's commitments has an eye on tomorrow. Gets the right balance between delivering business priorities and understanding the strategic direction of the business. Simplifies the complex for customers and colleagues and in doing so, keeps one step ahead of the competition.</i>	<b>Is great to work with</b>	<i>By regular two way dialogue. Puts themselves in other's shoes, sees things from their perspective. Listens and respects others' opinions. Articulates points with passion and conviction. Engenders goodwill through their warmth and humility. Openly talks about the issues which matter. Build trust by delivering on their promises.</i>