

SECTION 1 : JOB DESCRIPTION

JOB TITLE : Principal Client Consultant
SERVICE AREA : Building Consultancy
DIVISION :
GRADE : GR6 **NO OF POSTS :** 11
ID REF : **DATE :** November 2017

1. PURPOSE OF JOB :

1. To contribute to the viability of Building Consultancy by developing and implementing strategies to retain existing customers and attract new within the objectives of the Building Consultancy Service Plan, with additional focus on growing reputational value and profitable income potential.
2. To be responsible and accountable for the leadership and management of a team to deliver a quality building control service or client programme of demolition/construction works in accordance with respective team performance targets.
3. Implementation and enforcement of Building Regulations, Associated Legislation, delegated parts of the Building Act and any other legislation that is the responsibility of Committee and is managed by Building Consultancy Division.
4. To manage the delivery of service under the Approved Inspectors regulations.
5. Authorise private contract documents and negotiate fees for projects up to a build value of £10 million.
6. To work flexibly and exhibit and endorse the stated vision, values and behavioural traits of the organisation.
7. To work flexibly and exhibit and endorse the vision and values and behavioural traits of the organisation.

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 build and develop collaborative relationships with colleagues, key customers and stake holders in support of delivering a quality building regulations as agreed with the respective manager.
2. To maintain an awareness of external factors (including competitors, construction developments, technical seminars, government business initiatives, current and proposed legislation in relation to Building Consultancy) which impact the business. Communicating such information and any subsequent changes to the team.
3. To liaise with clients on a regular basis over their service needs and to ensure that the team's services are tuned to meet these and negotiate fee charges for projects up to a cost of £10m.

2.2 Operational Performance :

1. To manage the performance of a team to deliver the team performance targets including annual performance and development reviews and quarterly updates.
2. To generate income and control team expenditure to achieve or exceed agreed financial performance targets.
3. To provide technical advice to clients and across the team as required. To give guidance and support to technical staff in determining solutions to building regulation and associated legislation issues and procurement and associated contractual issues, or to liaise and provide procurement demolition/ construction advice to clients, to assist clients in managing their budget.
4. To represent the company externally e.g. at networking events, conferences and exhibitions to enhance and strengthen the company's profile and optimise all business development opportunities.
5. To demonstrate excellent negotiation and influencing skills to benefit the organisation.
6. To take responsibility for monitoring the level of technical excellence and technical consistency of the team, generating additional income and driving out unnecessary waste through continuous process improvement and embracing and implementing change and reviewing existing products, services and markets.
7. 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.
8. To ensure that all activities meet or improve on budget, costs and efficiency targets (Key performance Indicators) in line with Business objectives.
9. To analyse performance data and ensure clear measurable and achievable goals and objectives for the team.
10. To oversee ongoing service delivery risk and quality monitoring systems to ensure the highest standards of customer service are delivered.
11. 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.
12. Ensure good relations and communications with all members of the team and respond politely and in a timely fashion to all internal and external customers.
13. To comply with the full range of HR procedures in accordance with Acivico's policies.
14. 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 assist management to develop personal development plans and monitor their progress on a monthly basis,
 - providing career guidance to employees and encourage them to be career focused through personal development, outstanding performance and good attitude,



- 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 contribute to the profitability, efficiency, continuous development and compliance of all client contracts/agreements within the service area.
2. To have day to day responsibility for management of all resources (including budgets, staff, service delivery partners and/or contractors) associated with the team.
3. Ensure the compliance of Business Support's systems with the Data Protection Act and Freedom of Information Act; record management; filing and muniments systems.
4. 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 : Birmingham Account Manager / Frameworks & Major Projects
Accounts Manager

***Level of Supervision :** 3

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

Post Title	Grade	No Of Posts	*Level Of Supervision
Senior Building Control Surveyor	5	Up to 7	2
Building Control Surveyor	4	Up to 3	2
Business Development Coordinator/ Graduate Building Control Surveyor	3	Up to 2	1

*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 post holder is a member of a rota that provides a twenty-four hour emergency call-out service city-wide.
2. A driving licence and a car are required to be able to carry out the duties specified. The postholder will be required to provide a car to use in the post for which an allowance will be paid. The allowance is detailed in the Acivico Contract.
3. Flexibility of staff is essential and the occupier of the post will be expected to work anywhere to achieve business goals and to meet fluctuating workloads and staff resources.



4. To deal with emergency situations both during the day and on a 24 hour call out rota, providing an emergency service in case of minor/ major incidences, in conjunction with the police, fire service, highway engineers and others. The administration and enforcement of legislation dealing with dangerous buildings, the execution of remedial work and preparation of evidence at court should owners default on payment.

6. CONTACTS :

1. Acivico and Council employees and members of the Council. Members of the public, external organisations and their professional advisors.

SECTION 2 : PERSON SPECIFICATION

Method of Assessment : AF = Application Form; I= Interview; T = Test/Exercise; P = Presentation

	Essential	MoA
	Experience :	
	Role aspirations:	
1.	Uses understanding of particular customer needs to assess the strengths and weaknesses of the service delivered by Building Consultancy.	AF/I
2.	Makes confident decisions and changes to the service delivered to ensure readiness to meet clients' current and future needs.	AF/I
3.	Asks questions in order to identify customer perspectives and needs to maximise potential opportunities or resolve customer concerns.	AF/I
4.	Demonstrates significant experience in identifying, exploring and utilising successful elements of previous regulatory solutions efficiently to the clients advantage.	AF/I
5.	Demonstrates a detailed working knowledge of the relationship between environment and client types and delivers their specific needs and requirements.	AF/I
6.	Has the ability to anticipate clients' reactions and prepares responses, options and solutions to problems.	AF/I
7.	Listens to and empathises with the customer/client.	AF/I
8.	Demonstrates significant experience of interpreting and developing customer brief, identifying any potential building regulation / contract delivery difficulties at an early stage.	AF/I
9.	Treats clients as individuals seeking their views on a regular basis and being sensitive to their needs.	AF/I
10.	Demonstrates significant experience of working collaboratively with the client to develop the brief and the solutions to the highest possible standard.	AF/I
11.	Demonstrates significant experience of delivering high quality regulatory/contractual solutions within an agreed budget, programme and specification.	AF/I
12.	Uses effective interactive skills to honestly appraise clients needs/demands and advise accordingly.	AF/I
13.	Ability to write concise reports and briefs on technical subjects in plain language.	AF/I
14.	Confidently demonstrates ability to justify additional expenditure to the client in legitimate circumstances.	AF/I/P
15.	Achieves high levels of customer satisfaction.	AF/I
16.	Demonstrates significant experience in balancing the needs and priorities of both the paying client and end users having experience of the resolution of client conflicts.	AF/I
17.	Able to deal with service disputes sensitively and effectively to the satisfaction of the client and end users.	AF/I
18.	Ability to provide budgetary information to assist the client/customer to deliver their programme of work.	AF/I/T/P

	Essential	MoA
	Skills & Abilities :	
1.	Intention 'To assist the relevant Building Control Manager and clients by providing technical expertise in problem solving, applying conceptual and analytical thinking and showing decisive judgement making within the service area of building regulations'.	AF/I/T
2.	Demonstrates the ability to provide in depth knowledge, expertise and sound judgments within own area of expertise providing advice and the development of solutions.	AF/I/T/P
3.	Demonstrates the ability to provide conceptual thinking and the ability to develop frameworks to deliver the work area requirements.	AF/I/T
4.	Demonstrates analytical thinking and the ability to undertake a systematic approach to technical/contractual problem solving.	AF/I/T
5.	Displays the ability to make decisive judgments for progressing all aspects of technical work.	AF/I/T
6.	Has the confidence to challenge negotiations that are made on programmes and projects regarding building regulations.	AF/I
7.	Demonstrates knowledge and implements 'tools' developed for the national promotion of building control under the LABC banner i.e. Partnering, Collateral warranties and type approvals.	AF/I/T/P
8.	To negotiate fee charges for projects up to a cost of £10 million.	AF/I
9.	Uses knowledge of theory or technical and business experience to evaluate current situations [bigger picture].	AF/I
10.	Sees opportunities for applying best practice [bigger picture].	AF/I
11.	Focuses on the key issues in complex situations [bigger picture].	AF/I
	CORE (concentrating on performance):	
1.	Intention 'To set clear, consistent standards against which performance is measured, and where necessary, to address poor performance To ensure that individuals are focused on achieving objectives that are aligned with Building consultancy's vision for the future'.	AF/I
2.	Sets and constantly reviews the performance of others against targets and gives them regular feedback.	AF/I
3.	Takes effective action to improve individual and team performance.	AF/I
4.	Confronts individuals openly and directly when performance improvement is required; does so in a timely and appropriate manner.	AF/I
5.	Is committed to organisational improvement: works to raise the overall performance level.	AF/I
6.	Regularly monitors and reviews the level of technical expertise and technical consistency of the team and keeps them informed of progress against targets and quality standards.	AF/I
7.	Disseminates/presents a range of source materials and information to technical staff and a variety of audiences to ensure standards of performance and technical knowledge which support quality standards.	AF/I
	CORE (creating a positive environment):	
1.	Intention 'Recognising what needs to be done, and translating and communicating messages from the top in such a way as to create a beneficial climate for sustained improvement'.	AF/I
2.	Promotes a positive team climate: makes an effort to treat all team members fairly and consistently.	AF/I

	Essential	MoA
3.	Manages meetings, controls time and delegates group tasks.	AF/I
4.	Builds a cohesive team with clarity around team goals, objectives and accountability.	AF/I
5.	Provides direction by translating the overall vision for the directorate into appropriate goals and objectives at a team and individual level, through the performance management framework.	AF/I
6.	Demonstrates the ability to apply and implement appropriate policies and practice to ensure equality of opportunity and effective team development.	AF/I
	CORE COMPETENCY (impact and influencing):	
1.	Intention 'The ability to persuade, convince, influence and impress others. Planning how to win support, gain co-operation or overcome objections and barriers'.	AF/I
2.	Tailors language and approaches to suit the needs of the audience.	AF/I/T/P
3.	Uses a range of techniques to influence an individual or group, taking into account their needs or priorities.	AF/I
4.	When planning an influencing approach, searches for the win/win solution for all those involved.	AF/I
5.	Deliberately uses personal impact, presence and credibility to influence others.	AF/I
6.	Works with key decision makers, political players and influencers to build ownership and buy-in.	AF/I
	Training & Development :	
1.	Evidence of continuous professional development and management training	AF/I
	Qualifications :	
1.	Corporate Member of the Royal Institution of Chartered Surveyors (RICS) or Chartered Institute of Building (CIOB) or Chartered Building Engineers (C.Build.E).	AF/I/C
2.	Received suitable in house management training sessions e.g. leading for change, managing capability, managing disciplinary, developing core strengths, talent management and succession planning or hold a recognised management qualification.	AF/I

SECTION 3 : STRENGTHS

In addition to the above requirements you will be asked to demonstrate strengths in support of Acivico's values. Strengths can be defined by the following characteristics :

- You do it well - Performance
- You feel good doing it - Energy
- You do it a lot - Use

Strengths vary between job roles and different levels but an overview of them, as required by Acivico, are described below.

Strength	Category Definition	MoA
Customer Service	People who demonstrate this strength act in the best interest of the customer, going the extra mile to provide best customer service.	AF/I
Credibility	People who demonstrate this strength instil confidence and trust in others through the quality of their knowledge and skills.	AF/I
Integrator	People who demonstrate this strength keep up to date with knowledge about the business to improve effectiveness of those around them.	AF/I
Collaborator	People who demonstrate this strength thrive in achieving the best results for the customer through effective teamwork.	AF/I
Adaptor	People who demonstrate this strength are good at juggling different resources according to current and changing needs and look for better ways of doing things.	AF/I
Resolver	People who demonstrate this strength relish solving complex problems with creative solutions and ensure issues are fully resolved and that the customer is happy.	AF/I
Improver	People who demonstrate this strength focus on how outcomes, products and processes can be improved and more efficient.	AF/I
Implementer	People who demonstrate this strength are pragmatic, focussing on solutions that are cost effective and efficient. They always have the customer in mind.	AF/I
Personal Responsibility	People who demonstrate this strength take ownership of their decisions and hold themselves personally accountable for what they have promised to deliver.	AF/I
Visionary	People who demonstrate this strength have a clear view of the future and what they have committed to achieve.	AF/I