

The Royal Borough of Kensington and Chelsea
Head of Business Management and Customer Access

Job Outline

Main Purpose of the Job

This role covers the business management function for the whole of the Corporate Property Dept. and to coordinate and deliver the corporate customer service strategy ensuring that it is aligned with corporate and central government objectives and integrated with other strategies and policies.

Key Accountabilities

- Monitoring and reporting of all business operations and providing the Director for Corporate Property with an overview of operational, project and financial performance across the department. Oversee and manage the department's £ revenue and capital budgets of £150m over the next 5 years. Supporting the department in the development of an effective Corporate Governance framework and embedding risk management
- Provision of an effective value-for-money technical and administrative support service to the department and facilitation of programme prioritisation and management activities to ensure effective delivery against objectives for the whole department
- Developing productivity, efficiency and continuous improvement initiatives in terms of cashable and non-cashable savings and supporting collaborative working. To ensure business change and stakeholder management delivered in measurable benefits for property and customer service programmes.
- Management of the Department's property contracts, streamlining of the supply chain and rationalising 230 contracts to ensure delivery of high quality value-for-money services
- Provide leadership, guidance and facilitation to the Customer Service and Business management and Performance Improvement team and other parts of the organisation by engaging and managing the needs and requirements of residents, members, partners, staff and senior service managers.

Staff Directly Managed

12

Budget Responsibility 2011/12

£3,467,330