



City of Westminster

Defects and Improvements Lead

What we value at Westminster	<p>Westminster City Council believes in creating a Fairer Westminster where people are born into a supportive and safe environment, grow and learn throughout their lives, build fantastic careers in world-leading industries, have access to high quality, affordable homes and retire into the community with dignity and pride.</p> <p>We work together to adapt to the changing needs of our communities – resulting in a dynamic atmosphere where ambition, diversity and creativity are celebrated.</p>
Our culture	<p>At Westminster we have a culture of openness, transparency and integrity – where everyone has the opportunity to thrive and develop to be the very best.</p> <p>The Westminster Way is the council’s commitment to our staff and is underpinned by three pillars:</p> <ul style="list-style-type: none">• Personal development: Everyone has talent. We want everyone to thrive at Westminster and so we take the time to nurture talent – coaching and mentoring our people to be the very best.• Value our people and diversity: Everyone is valued. We embrace our differences, to bring new perspectives to the future challenges of our city.• The Westminster Way of working: Everyone is a leader. At Westminster we encourage everyone to develop themselves to have a growth mindset and an outward looking approach to provide the best service to our residents, businesses and visitors. We champion modern and agile working and an open and transparent outlook to the way we work. <p>In order to do the very best for our communities, we believe that our workforce should be representative of the people we work on behalf of, our residents. That’s why at Westminster we celebrate and embrace our differences.</p> <p>We are passionate about creating a workplace where all can thrive, and where every single person has the opportunity to develop, grow and to be valued for their contribution.</p>

Portfolio/responsibilities of this role

This role will lead the identification, management, and resolution of defects and aftercare across the Major Works Programme, playing a vital role in ensuring all projects meet quality and compliance standards. They are accountable to ensure the defects period is carried out to ensure resolution of any projects and lessons learned are embedded to ensure long-term resident satisfaction. They will lead, mentor, and support the Defects and Improvements Officer to ensure consistent processes, accurate reporting, and continuous improvement of the service.

1. Act as the council's lead contact for Housing Major Works defects and aftercare, managing enquiries from residents, Members, and internal teams, and ensuring clear communication of responsibilities and progress to resolve matters quickly and efficiently.
2. Provide senior oversight and management of defects and aftercare processes across all Major Works schemes, including working with contractors, Housing teams, and consultants to arrange for signing and sealing of legal documents, ensuring robust final inspections and close-out procedures to deliver long-term resident satisfaction.
3. Oversees accurate collection, analysis, and reporting of all defects, latent defects, and remedial actions, maintaining a comprehensive, auditable register and performance tracker.
4. Leads and assures service provider performance during the defects period, holding contractors and consultants accountable for timely, compliant rectification and escalating issues where required
5. Approve and assure technical proposals for defect remediation, engaging with project teams, contractors and consultants as required to diagnose issues and verify corrective solutions and embedding learning lessons learned.
6. Responsible for ensuring the defects and aftercare service is responsive, professional, and resident-focused, maintaining clear communication with residents, Members, and internal teams.
7. Work with the relevant teams so that all required asset information including warranties, re-valuation and compliance data is updated, pre and post defects.
8. Lead colleagues, internal stakeholders, and external partners across the Council to continuously improve and ensure a standardised approach to handover, aftercare, and defects management on all housing related projects.
9. Help develop and improve customer communication channels, working effectively across the Council to ensure that relevant information, processes and policies are clear and accessible to all internal and external stakeholders

	<ol style="list-style-type: none"> 10. Lead colleagues to co-design and deliver effective home user demonstrations and prepare clear, accessible home user guide information for residents. 11. Investigate complaints and provide responses to residents, working with colleagues and service providers to address issues arising after completion, providing technical advice and ensuring effective resolution. 12. Input into lessons learned processes, ensuring recurring issues are captured and improvements to quality management, design standards, and Employer's Requirements are implemented. 13. Produce clear reports on overall defects management, contractor performance, risks, and trends, to support recommending remedial actions, closing jobs and provide assurance to governance boards and 14. Build and maintain strong, trust-based relationships with a wide range of stakeholders including residents, tenant groups, Ward Councillors, and community representatives. 15. Represent the Council at internal and external meetings, such as formal Council meetings, resident engagement events and other public meetings including frequent site visits, evening and weekend meetings.
	<p>Budget Responsibilities -</p> <p>Staffing £0</p> <p>Procurement £0</p> <p>Other £0</p>
<p>What do we expect this role to achieve?</p>	<p>All reported defects, snags, and latent issues are rectified within contractual timescales, with robust inspection and verification processes ensuring compliance with contract requirements and technical standards.</p> <p>Contractor and consultant performance during the defects period is closely monitored, reported, and managed, with issues escalated promptly where performance falls short.</p> <p>Regular and comprehensive defects reporting and monitoring processes provide an auditable trail, strengthening accountability and supporting governance and risk management across the programme.</p> <p>Lessons learned from recurring or high-impact defects are systematically captured, analysed, and fed back into design standards, Employer's Requirements, and procurement strategies.</p>

	Residents experience prompt, professional responses, leading to fewer repeat issues and a measurable improvement in satisfaction and trust.
Band/Salary range (Please advertise full green zone band)	Band 4
Work style	Agile and flexible working conditions
Your manager & team	Reports to: Head of Major Works
	Direct Reports: Defects & Improvements Officer
Experience	<ul style="list-style-type: none"> • Proven experience of managing defects, snagging, and aftercare processes on housing, regeneration, or capital works programmes. • Track record of overseeing the defects liability period, including inspections, contractor performance management, and resolution of remedial works. • Experience of coordinating handover and close-out procedures, including snagging at practical completion and inspections at the end of the defects period. • Demonstrated ability to manage and monitor contractor and consultant performance, holding external partners to account for quality and compliance. • Experience of working directly with residents and Members to resolve post-completion issues, enquiries, and complaints in a professional and responsive way. • Familiarity with diagnosing building defects and commissioning or overseeing remedial works through consultants and contractors. • Evidence of producing reports, maintaining defects registers, and providing assurance to governance boards or senior management. • Experience of contributing to lessons learned processes, feeding back into quality management and future project design. • Experience leading continuous improvement, with the ability to capture lessons learned and embed best practice into future delivery.

<p>Skills</p>	<ul style="list-style-type: none"> • Strong technical knowledge of construction, handover, and aftercare processes, with the ability to assess remedial solutions and ensure compliance with contracts and standards. • Skilled in inspections and snagging, with a sharp eye for identifying defects, underlying issues, and risks. • Excellent organisational skills, able to manage multiple projects, deadlines, and reporting requirements simultaneously. • Strong problem-solving and analytical ability, able to assess technical proposals and recommend innovative, effective, value-for-money solutions. • Strong communication skills, with the ability to explain technical issues clearly to residents, councillors, and non-technical colleagues. • Confident in managing relationships with contractors, consultants, and internal teams, using influence and negotiation to secure timely resolution of issues. • Excels at maintaining accurate records, trackers, and audit trails to ensure transparency and accountability. • Proficient in Microsoft Office (especially Excel and Word) with ability to learn new digital tools and systems quickly • Ability to provide leadership and delivery of change with the passion and drive to take services to the next level. • Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the workforce and fostering a positive organisational culture
	<p>Qualifications</p> <p>Degree, HNC/HND or equivalent qualification in construction, building surveying, engineering, or a related discipline</p> <p>Membership of, or working towards membership of, a relevant professional body (e.g. RICS, CIOB, CABE, CIH).</p>
<p>Corporate standards</p>	<ul style="list-style-type: none"> • Resources / Financial management We expect you to manage delegated budgets, funding and resources in line with our processes and our Westminster Way • Values and behaviours Our values and behaviours are at the heart of everything we do. We expect you to work in this Westminster Way empowering, engaging and encouraging your teammates to deliver our corporate vision. • Compliance

	<p>We expect you to ensure legal, regulatory and policy compliance in area of your specialism, identifying opportunities and risks and escalate/report where appropriate.</p> <ul style="list-style-type: none"> ● Equality and diversity <p>We value equality and diversity as a city council and we want you to support and promote this in your day-to-day work.</p>
<p>Additional values and behaviours for Managers</p>	<p>People and Service Management</p> <ul style="list-style-type: none"> ● Role model the Westminster Way: <ul style="list-style-type: none"> ○ Demonstrate inclusive leadership ○ Take the lead in driving initiatives ○ Be proactive in being forward and outward looking, by regularly investing in own development. ● Driving forward performance by empowering staff to take the lead. Setting high standards, encouraging improvement and innovation. Supporting the team to achieve by adopting a coaching style of management ● Having regular employee led conversations to develop our people – creating a safe environment for learning, taking time to understand their strengths and motivations, stretching them and coaching them to achieve. ● Managing budgets responsibly – planning, monitoring and adapting budgets to respond to changing priorities. ● Delivering the Medium-Term Plan ● Working within the democratic framework - understanding the democratic process and its role in public organisations, anticipating Member needs and responding to their feedback.