

Job title: Project Manager

Line manager:Senior Project Manager

Grade (if applicable):

Direct reports:None



Role purpose:

To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.

Ensure the delivery of a major sustainability retrofit programmes, preparing specifications and schedules of works including internal & external elemental component replacements, cyclical enveloping, leasehold & mixed tenure projects effectively and efficiently. Leading and managing projects from inception to completion on time & within budget.

Key results:

To work with consultants and contractors to ensure the delivery of sustainability retrofit projects on time, budget and to a high standard of quality in accordance to PAS2035.

To deliver a high quality and 'best in class' service to customers demonstrated by high levels of satisfaction for each project.

To effectively manage relationships with key stakeholders, contract partnerships and supply chain to ensure contractual, procurement, statutory and regulatory compliance.

To ensure the effective delivery of projects to customers of all tenures.

To take the role as Client in line with the CDM Regulations.

To represent the department by promoting positively the performance of the Investment team to all stakeholders and partner agencies.

To take responsibility for the management of consultants working on allocated sustainability projects.

To provide technical advice to colleagues and stakeholders.

To address complaints appropriately and within required timescales.

To form part of the Group's emergency out of hours' rota, which is a compulsory part of this role and will require working evenings and weekends on a rota basis.

To undertake any other duties commensurate with this post, as directed in order to develop the role, achieve efficiencies and comply with changes in legislation or regulation.

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Success metrics:

Complete a programme of projects in accordance with design and technical briefs, financial regulations and standing orders and the project timetable

Successfully delivery of projects on time and within financial budget

Manage and deal with customers and service providers

Ensure property database is regularly updated and accurate

Project reviews are produced on completion of the projects to measure overall performance

About you:

You will be:

- Ability to work independently, exercising good initiative and judgement.
- Excellent written and verbal communication skills.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to work under pressure and meet deadlines and targets.
- To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.
- Experience of managing refurbishment contracts from inception to final account.
- Experience of conducting structural, condition and measured surveys.
- Working knowledge of building construction, best practice and regulations.
- Working knowledge of current forms of building contract and implementation.
- Experience of managing project budgets and implementing action plans to address adverse variances.
- Technical expertise sufficient to understand complex issues in construction, engineering and maintenance in the delivery of projects.

Experience and understanding of managing and supporting trainees or developing staff

You will have:

MRICS, CIOB, Degree or HNC or relevant qualification and/or management experience or equivalent in managing Construction projects in Investment, Repairs and Maintenance.

Desirable: NEBOSH, Site Management Safety Training Scheme (SMSTS) or equivalent qualification. Experience in delivering sustainability retrofit scheme.

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