

Assistant Project Manager

Reports to: Senior Project Manager

Responsible for: No Direct Reports

The asset team is a busy team covering a diverse range of works, in this role you will be able to demonstrate your solid technical knowledge as well as continuing to develop your professional understanding of construction. You will be responsible for providing professional, technical support and assisting in the management of various planned investment projects including cyclical decoration programmes, structural and building component refurbishment and replacements alongside managing the delivery of an aids and adaptations programme all of which to maintain and improve the homes of our customers. You will also be responsible for progressing one off minor works projects.

You will work closely with tenants, leaseholders, and other technical staff to deliver a range of projects within agreed budgets and to the quality standards expected all within the required timescales. You will use your excellent communication and customer care skills to inform our tenants and leaseholders of the works needed to their homes and carefully manage our consultants and contractors delivering the works. Your goal will be to deliver excellent, cost-effective services which will be recognised through the satisfaction levels and feedback achieved.

You will be readily available to respond to our tenants and leaseholders' requests across a range of different scenarios. You will plan your workload and projects to avoid reactive situations and to ensure you maximise your performance. You will have a keen eye for spotting what needs to be done and taking steps to resolve things in the most efficient way,

What we need you to do:

- Work with the Assistant Head of Property to achieve key performance targets and milestones for allocated projects and monitor agreed deliverables deliver expected outputs.
- Manage small projects and programmes and in exceptional situations assist with day-to-day responsive repairs
- You will take control of an aids and adaptations programme working with occupational therapy staff to deliver building adaptations and technical support to help vulnerable tenants stay in their homes.
- Be committed to maintaining high standards of health and safety.
- Be super efficient at managing technical projects and services through good planning project management skills.

- Have a thirst for value for money, ensuring that both large and small-scale work is delivered against approved budgets, or better still, under budget.
- Make sure that all work is delivered equitably and fairly and maximises and protects the capital value of assets.
- Work closely with staff and stakeholders to develop and deliver excellent services,
- Be forward thinking using new technologies available to deliver efficiencies.
- Pursue excellence in all aspects of the technical work you undertake.
- Make sure that our tenant and leaseholders are fully engaged to inspire and influence the design, delivery, and outcome of everything we do.
- Help with making sure our vision, mission and values influence every aspect of our business.
- Have a great approach to customer service putting our customers at the heart of what you do ensuing great satisfaction responses are received.
- In certain situations, support the responsive repairs and voids service.

What you will be responsible for:

- Providing technical advice and support to colleagues, staff and other stakeholders.
- Assist the Assistant Head of Property and Project Managers on planned investment programmes alongside management and supervision of cyclical and other planned and component replacement programmes.
- Assist with administering a variety of contracts used for the delivery of planned investment works including carrying out interim valuations, certifying contractor applications for payment, assessing claims for costs and dealing with final accounts all whilst ensuring quality of work
- Lead on the aids and adaptations work from inception to completion.
- Managing minor works projects.
- Providing project update reports and post works reviews as required
- Making sure planned investment and minor works are carried out following agreed compliance standards and good practice.
- Providing technical repairs support including site visits to inspect work, diagnosing defects, identifying technical solutions, investigating, resolving complaints and agreeing variations.
- Undertaking planned property and estate inspections to ensure that agreed standards are maintained and statutory and legislative requirements are met.
- Inspecting property assets, assessing condition, and validating the condition of building components for future programmes
- On completion ensuring that component information is updated on to the asset management software.
- Being involved in a rota system (usually one week in every nine) to provide ad hoc evening and weekend phone support for contractors and customers when emergency situations arise. This may also require occasional on-site attendance of emergency work

e.g. major fires, floods etc. acting on our behalf. You may also be required to act as support to other on-call staff where higher-level management input is needed or where escalation is required.

Where you have come from:

- A place where you have managed small scale property related work in a customer focused organisation.
- A housing organisation or similar would be preferable.
- A place that prioritised best value services and continuous improvement
- A place where technology was the catalyst for improving services to customers.

What our teams will see in you:

- Someone who has experience of delivering small building projects to occupied/domestic homes.
- A person who is skilled at planning and managing budgets and understands value for money.
- Someone who demonstrates negotiating and dispute resolution skills.
- Someone who leads by example and personally demonstrates organisational values and expected behaviours.
- A team player who works as part of a team and does not work in a silo.
- A person who has a good understanding of best practice within social housing
- Someone who has lots of technical knowledge relating to construction and construction-related health and safety.
- Someone who is IT literate, proficient in Microsoft Word, Outlook, Excel and PowerPoint

As person, you will:

- Be skilled at building effective and productive working relationships with staff, managers, partners, and customers.
- Be excellent at verbal and written communication.
- Be a confident, independent problem solver and an effective decision maker.
- Have a high degree of personal drive.
- Be committed to the aims and ambitions of Red Kite Group and the broader issues of social housing.
- Be flexible and be open to change.
- Have good time management skills and able to prioritise your workload to meet deadlines.
- Have good self-awareness.
- Have a service improvement attitude.

- Be able to translate ideas and examples of good practice into improved service delivery.
- Be working towards a technical qualification or hold qualified to HNC/ or equivalent.
- Have experience of construction management, procurement for minor works.
- Have a full, valid driving licence.
- Be able to supervise work in any delivery model chosen by Red Kite including monthly valuations, resident liaison, CDM, quality control, system updates for completed components and dealing with general project management issues.