

## **Senior Project Manager**

**Reports to: Assistant Head of Property**

**Responsible for: Project Managers / Assistant Project Manager**

**Working in: Property Pod**

Working in a busy technical environment as part of a professional team you will be responsible for managing the delivery of an annual investment programme with a value of circa £10-15 million which includes various improvement projects and planned work streams, aimed at protecting or improving the assets of the organisation. You will work in partnership with tenants and senior managers to achieve your key objective to deliver 'excellent' cost effective building maintenance and improvement services.

### **What we need you to do:**

- Set key performance targets and milestones and monitor agreed deliverables across all projects and work programmes, ensuring that the team and individual performance meets expected standards
- Manage a team responsible for the delivery of a multitude of project
- Minimise exposure to both financial and health and safety related risks
- Accurately forecast and assist in setting annual budgets in accordance with Business Plan requirements and monitor monthly cashflow and expenditure to deliver against approved sums
- Develop, procure and implement projects in accordance with Asset Management Strategy and agreed work programmes
- Work in partnership with tenants and stakeholders throughout planning and delivery cycle ensuring tenants have full input and influence outcomes
- Plan and monitor works to maximise and protect the capital value of assets
- Work closely with the Assistant Head of Property and other senior managers and staff to develop and deliver excellent services and drive continuous improvement
- Fully understand and demonstrate the organisation's vision, mission and values and through your work and influence and promote these throughout the business
- Understand what good practice in the sector looks like and stay informed by undertaking research and promoting this to colleagues, partners, tenants and leaseholders
- Pursue excellence in all aspects of your role
- Have a desire for value for money, ensuring that both large and small-scale work is delivered against approved budgets, or better still, under budget
- Make sure work is delivered equitably and fairly and that feedback received is acted upon as required
- Be proactive, diligent and responsive in delivering all planned investment workstreams

### **What you will be responsible for:**

**Partnership • Respect • Pride**  
**Realising the potential in our communities**

- Leading a team and providing technical advice and support to Project Managers, colleagues, staff and other stakeholders
- Providing support to the Assistant Head of Property as required
- Managing specific projects allocated to the Asset Stem, driving performance and ensuring delivery within defined timescales
- Maintaining accurate records ensuring updates happen in a timely manner to the organisation's asset management software (Keystone)
- Monitoring, controlling and reporting on individual projects and budgets
- Ensure robust contract administration processes are followed for all planned investment programmes from procurement to final account
- Assisting, supporting and reconciling and settling final accounts and valuations, agreeing and paying interim valuations for works, dealing with contractual disputes, extensions of time and variations and issuing relevant certification.
- Support the Assistant Head of Property with providing project update reports and post project reviews
- Providing technical support which will include site visits to inspect work, diagnosing defects, identifying solutions, investigating and resolving complaints and agreeing follow on works
- Work with our feedback team as an investigating manager to respond to, manage and determine complaints
- 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. 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
- Allocate work to team members to ensure the cost effective and efficient use of resources
- Manage staff performance through one-to-ones and appraisals setting clear targets and objectives and monitor progress to ensure desired outcomes
- Commission and manage construction related building professionals including consultants and contractors in accordance with corporate policy and best practice guidance
- Develop pre construction phase and construction phase health and safety plans in accordance with CDM Regulations
- Prepare contract documentation, programmes and project plans and other relevant contract documentation in accordance with agreed procedures

#### **Where you have come from:**

- A place where you have effectively managed large scale and small property related work and delivered works and managed a technical team
- A customer focused organisation
- A housing organisation or similar
- A place that focused on 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 large and small building projects to occupied/domestic homes on time and to budget
- A person who is skilled at managing budgets and understands value for money
- A person who is proficient in preparing and managing multiple programmes
- Someone who demonstrates negotiating and dispute resolution skills
- Someone who leads by example and personally demonstrates organisational values and expected behaviours
- Someone who responds quickly and effectively and is able to make informed decisions
- A person who has experience of good forward planning
- 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 and the broader issues of social housing
- Be flexible and open to change
- Be a team player with good self-awareness
- Have a service improvement attitude
- Be able to translate ideas and examples of good practice into improved service delivery
- Ideally be qualified to HNC standard and working towards a professional membership of CIOB, RICS, a formal project management qualification is an advantage
- Be a car driver and hold a valid licence