



Project Manager

Reports to: Programme and Change Manager

As an ambitious organisation, we have a big and exciting list of projects to deliver, which we know will happen with the right person. This role calls for someone who understands our culture and appreciates that being different can bring many benefits.

We have several key projects happening at the moment, which include the re-procurement and mobilisation of a new repairs service and our preparedness for the new data protection regulations. We're also working on IT projects such as the introduction of Microsoft Dynamics as a tool to help deliver all our services through a single platform and provide a portal that will allow our customers to access services online.

We are always on the lookout for excellent project managers who can work with our partners and internal stakeholders to deliver our projects, so if that sounds like you, then this role could be perfect.

What we need you to do:

- Take the lead in project managing major projects - using our project methodology, you will be responsible for making sure our project plan, resources, risks and budget are strongly managed
- Help us deliver our change programme and improvements to the way we deliver services for our customers and the wider community – you'll work with staff, Board members and customers as sponsors of projects and as project team members
- Have a 'can do' approach, actively taking responsibility for tasks to help drive the project forward
- Make sure our customers inspire and influence the design, delivery and outcome of everything we do
- Make sure our vision, mission and values influence every aspect of our business
- Build good relationships across the business.

What you will be responsible for:

- Leading on major projects, from developing business cases, right through to implementation
- Working with our User Experience team to ensure that we have an effective handover into business as usual at the relevant stages
- Leading and managing process development, making sure we take into account full business considerations
- Defining detailed specifications for new business requirements

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Realising the potential in our communities



- Developing project plans and monitoring them to make sure key actions are completed
- Planning and organising meetings, activities and programmes of work so that the project(s) you are working on continue to move forward
- Producing regular update reports for the projects you are supporting
- Identifying and effectively managing risks and issues
- Delivering presentations and training where needed
- Positively promoting the successes of your projects and their benefits for the organisation.

What our teams will see in you:

- A person who can inspire and motivate project teams
- A flexible, confident, persuasive and dynamic communicator
- An organiser who can prioritise workload and meet deadlines
- Someone who takes responsibility for tasks to make sure that projects maintain momentum
- A person who leads by example and personally demonstrates our organisational values and behaviours
- Someone who supports them to deliver on projects and someone that they can go to for guidance on their projects
- A passionate and committed colleague – an asset to the projects they work on.

Where you have come from:

- An environment where you have demonstrated strong project management skills, ideally holding a project management qualification
- A place where you have demonstrated your personal impact in making a difference and delivering projects
- Experience of implementing a CRM system would be useful, but not essential.

As a person, you will:

- Have really good verbal and written communication skills, but in particular a strength for engaging colleagues (including senior managers) to ensure they are committed to the projects you are working on
- Have a good knowledge of IT and managing its impact on working practices
- Be able to build effective and productive working relationships with staff across the business
- Be highly organised, prioritising in a busy environment
- Be accurate, diligent and conscientious
- Be excellent at report writing
- Be confident and able to work independently
- Look for solutions when faced with obstacles



- Be a creative 'out of the box' thinker who looks at new ways we can approach things
- Be committed to the aims and ambitions of the company and broader issues of social housing
- Have a sense of energy about you that people can feed off
- Have an enthusiasm and desire to build your skills and knowledge
- Be able to produce project plans using Microsoft Project.