



## Job profile

<b>Job title:</b> Project Manager	<b>Responsible to:</b> Investment Delivery Manager
<b>Post No:</b>	<b>Salary grade:</b> J
<b>Responsible for:</b> Project Management Higher Apprentice; Assistant QS	<b>Behaviour level:</b> 2 - Managers

### **Purpose of the job:**

As Project Manager, you will be responsible for all Project Management activities, from inception to completion, in the delivery of our Decent Homes, Sustainability and Neighbourhood Improvement Works. You will also be responsible for the management and delivery of our cyclical maintenance programme and will drive a 'Customer First' focused approach through all our services.

You will actively manage the delivery of services via contractors, in accordance with Key Performance Indicators, and will ensure that all works are delivered on time, to budget and in a safe and compliant manner.

### **Key accountabilities:**

1. To be accountable for the contract administration and performance management of contractors delivering annual programmes of cyclical and improvement works, in a Customer First manner that achieves high levels of customer satisfaction.
2. To communicate and collaborate effectively and efficiently with colleagues across the business about planned and ongoing works affecting customers in their homes and communities.
3. To develop, update, and circulate performance management reports to the Investment Delivery Manager and Departmental Management Team, highlighting areas of concern and commentary to explain variances.
4. To communicate with customers in an effective and timely way about planned works in their homes and communities and providing appropriate updates throughout the works process.
5. To resolve complaints and queries within policy targets and achieve high levels of customer satisfaction.

6. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
7. To ensure that Health, Wellbeing and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
8. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.
9. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

## Person specification

<b>Job title:</b> Project Manager		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>		
HNC/HND in building construction or equivalent through experience or qualification in a role-related subject	E	AF
Specific technical specialist training / qualifications / awareness e.g., health and safety; fire safety; asbestos	D	AF
Health and Safety qualifications, e.g., NEBOSH, IOSH	D	AF
Evidence of continued professional development	E	AF
<b>Knowledge, skills, and abilities</b>		
An understanding and developed working knowledge of computer systems including Outlook, Excel, Word, and Teams	E	AF
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	AF/I
Ability to plan resources to achieve performance targets and ability to reassess and replan in times of pressure	E	AF/I
Ability to show initiative and propose solutions to issues	E	AF/I
Commercially aware with a focus on continuous improvement and the ability to drive change	E	AF/I
Ability to manage a wide range of stakeholders, e.g., external consultants, infrastructure contractors and regulatory and statutory authorities	E	AF/I
Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities	E	AF/I
Ability to communicate clearly in writing and orally to customers, management, and colleagues, at all levels	E	AF/I
Ability to work effectively in partnership with strategic and external partners, colleagues, and customers	E	AF/I
Ability to produce clear concise reports supported with robust data and analysis	E	AF/I
Proven ability to work in a team and be supportive of others	E	AF/I
Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment	E	AF/I

Knowledge of the ongoing management of safety in the built environment, with strong knowledge of the application of the Construction (Design and Management) Regulations 2015 and providing and producing all the necessary documentation, information, and data	E	AF/I
Willing to attend 'out of office hours' community events / meetings	E	AF
Full driving licence	E	AF
Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
<b>Experience</b>		
Experienced manager or mentor	D	AF/I
Experience in the delivery of housing refurbishment or medium/large construction or civil engineering projects	E	AF/I
Experience in the delivery of complex projects in a multi-stakeholder environment	E	AF/I
Experience of working in National Parks or areas with Environmental or historic protection	D	AF
Experience of working in an environment with high standards or governance and accountability	D	AF
Experience of working as part of a team but also ability to work on own initiative	E	AF/I
Practical experience of risk management and mitigation	E	AF
<p><b>Values and behaviours</b> - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> <li>• Genuinely care</li> <li>• Take responsibility</li> <li>• Have respect</li> <li>• Be adaptable</li> <li>• Work together</li> <li>• Be curious</li> <li>• Make it happen</li> <li>• Always improving</li> </ul>	E	I

	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p><b>Please note:</b> No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p><b>Role profile prepared by:</b> Investment Delivery Manager</p>		
<p><b>Review date:</b> April 2024</p>		
<p><b>Location:</b> Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p>		