



Role Profile

Job Title: Project Delivery Manager	Role Profile Number: OPH40
Grade: R	Date Prepared: March 2019
Directorate/Group: Property Maintenance	Reporting to: Investment Manager
Structure Chart attached:	No

Job Purpose

Work in conjunction with the Investment Manager and Building and Procurement Contract Manager to implement and lead on the mobilisation of contractors and contract administration for the delivery of capital and planned maintenance programmes of work.

To manage a technical and operational team (10 technical managers/staff and 15 tradespersons) with a focus on customer satisfaction and collaboration to deliver works to the highest standard

To manage technical officers ensuring that contract administration is being carried out to industry standard and to ensure that all works are delivered to the highest standard in line with contractual documentation, budget and timescales.

To lead on ensuring contracts are undertaken in accordance with Council policy and procedures.

To work in conjunction with the Procurement team to support the tendering of contracts, reviewing and writing of specifications, and the evaluation of tender returns

To promote and ensure that all works carried out is in accordance with the latest health & safety legislation.

To promote and implement required strategic and operational change for the delivery of capital works

To chair team meetings, carrying out one to one's and appraisals as required

To proactively encourage tenant involvement with the monitoring of contactor performance and quality assurance of works.

The post holder will embrace locality working, support local tenant groups, involve residents and work with partners to improve services.

To undertake benchmarking exercises to ensure high customer satisfaction levels and value for money in line with industry standards.

To participate and advise on consultation with leaseholders to ensure compliance with regulations and notifications of works to leaseholders.

Key Accountabilities

- Participate and support the evaluation of quality bids and ensuring that contractors project manage and deliver work in accordance with their tender submissions
- Managing a wide range of building and refurbishment contracts in accordance with Council policy and procedures
- Monitoring and reporting on the overall delivery of projects and schemes for capital and planned programmes of work
- Reporting key performance indicators on the delivery of decent home works
- Work in conjunction with the Building Contract and Procurement Manager and Investment Manager to identify new strategies, initiatives and concepts for detailed solutions for capital and planned programmes of work
- Ensuring that engagement with leaseholders is undertaken and section 20 notices are issued to consult with leaseholders prior to work being carried out
- Ensuring all building work is carried out in accordance with the latest Health and safety, and Construction Design and Management Regulations
- Delivery of major adaptations to provide suitable adapted accommodation for tenants with special needs
- Leading on the mobilisation of contractors and contract administration to ensure compliance with contractual requirements for the delivery of capital and planned maintenance programmes of work
- Ensuring that all building work is carried out to strict accordance with the latest Planning, and Building Regulations including obtaining all necessary permissions
- Involving tenants and leaseholders with monitoring contractor's performance and quality assurance of works
- Ensuring defects are dealt with quickly and lessons learned from customer complaints
- Managing an on-going tenant's satisfaction survey and reporting trends for capital and planned works
- Carry out life-cycle costing with tenants and leaseholders prior to specification of products and materials
- Undertake benchmarking for all areas of capital and planned works to ensure it is value for money
- Managing Stock Condition Surveys and risk assessments to assess homes in accordance with the Housing Health & Safety Rating System (HHSRS)
- Commissioning and managing specialist's surveys such as Energy Performance Certificates, Structural Survey Condition Reports and Asbestos Surveys

- Ensuring services are efficient, continually improving and responsive to tenants and leaseholders changing needs
- Answering any correspondence with respect to repairs and maintenance complaints and enquiries about service delivery relating to the Council's housing stock and corporate and operational buildings
- Attending locality, public and tenant and leaseholder meetings including preparing and necessary reports, giving verbal advice and recommendations with respect to technical policy matters
- Providing evidence to the Police and Judiciary in respect of relevant issues and attending Court as witness on behalf of the Council
- Undertaking any other duties that can be accommodated within the grading level of the Post
- Deputise for Investment manager and the Building Contract and Procurement Manager in their absence

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of managing capital and planned maintenance programmes of work
- Substantial experience of managing staff
- Detailed knowledge of mobilisation of contractors, contract administration and tendering procedures
- Detailed knowledge of construction health and safety, and Construction (Design and Management) Regulations
- Detailed knowledge of planning and building regulation legislation
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and tenant involvement to improve services
- Ability to make site visits

Qualifications

- HNC in Construction or equivalent experience or housing qualification
- NEBOSH construction health & safety qualification or appropriate experience
- Current Driving License
- SMSTS Preferred but not essential

Decision Making

- Shows creativity in using resources to deliver cost effective services
- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Has proven results obtained through team work and individual effort

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Approx. 25 jobs managed in total • (Approx. 10 technical managers/staff and 15 workforce/tradespersons) <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Mobilisation of contracts • Contract administration • Payment of contractors • Health & safety management • Benchmarking 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>50k</p> <p>Council owned property 10,300 residential units</p>
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Contacts and Relationships

Written: Writing reports, preparing budget estimates and programmes of work, life cycle costing, health & safety reports, producing policies and procedures, benchmarking and standard letters.

Verbal: Chairing meetings, giving specialist contractual advice, presenting information to formal groups, influencing policy, negotiating on behalf of the Council.

General: Working in a collaborative manner with external and internal customers, community groups to help solve complex household and neighborhood challenges.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	