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| <b>Role Title</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Project Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Reports to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Head of Planned Works</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Job Family</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Place</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Competency Level</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Principal Officer</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Pay Range / Scale</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>PO6</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Purpose</b><br><br><p>Responsible for leading on the development and delivery of a multi-faceted long-term housing refurbishment and improvement programme within time, cost and quality targets and in accordance with TPC contractual requirements, and Housing Revenue Account Capital Programme objectives.</p> <p>Responsible for project managing key service providers for planned works packages, from inception to completion, including agreeing and placing work order packages, monitoring the progress of works packages, and practical completion approval process.</p> <p>The role ensures that contractors, consultants, and partner agencies deliver high-quality work in line with performance and compliance standards, works schedules, and budgets.</p> <p>The position also involves maintaining detailed records, updating asset management databases, and working closely with Building Safety and Compliance teams to ensure safe and regulatorily-compliant homes, together with reducing the demand for and cost of responsive repairs, through effective planned works investment decision making.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Generic Accountabilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>End Results/ Outcomes</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>                                                                              |
| Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> |

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|                                                                                                                              | Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Ensure the development and delivery of continuous improvements in all aspects of the service.                                | Improvements are developed and delivered effectively.<br>Stakeholder requirements are met.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.                      | Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.<br><br>The team is highly competent, effective, motivated and outcomes focussed.<br><br>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.<br><br>Effective team meetings take place to required timescales.<br><br>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.<br><br>Budgets are planned, developed and delivered. Value for money is maximised.<br><br>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.                                                                                                                                                                                                                                                                          |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.                | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.<br><br>Evidence based recommendations are made.                                                                                                                                                                                                                                                                                                                                                                                                           |
| Ensure the successful implementation of health and safety legislation, policies and practices.                               | Risks to staff and others are assessed and managed.<br><br>Suitable health and safety instruction and training are provided.<br><br>There is a safe working environment.                                                                                                                                                                                                                                                                                                                                                                                                        |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.               | All policies and procedures are complied with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Job Specific Accountabilities:</b>                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Manage processes and stakeholders within projects to deliver the required                                                    | Works effectively in a collaborative management environment, demonstrates leadership within a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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| outcomes, in accordance with regulatory requirements and third-party contractor (TPC) requirements. Deliver outcomes within time/scale/budget to requisite standards.                                | <p>project team and wider stakeholder structure to ensure projects are delivered on time, on budget and to agreed quality standards.</p> <p>Clarity of roles and responsibilities are determined.</p>                                                                                                                           |
| Lead and interact with key stakeholders, including residents, on the development of projects through the relevant stages.                                                                            | <p>Resident concerns are understood and addressed in a sensitive and diplomatic manner.</p> <p>Clear resident engagement mechanisms in place.</p> <p>Work with the housing management team to ensure leaseholder procedures are followed to address all leaseholder consultation and section 20 matters in a timely manner.</p> |
| Responsible for all duties and financial management related to the projects in accordance with agreed project task orders, including ensuring financial reporting is completed on time and accurate. | Capital programme and projects delivered in accordance with time, cost and quality targets.                                                                                                                                                                                                                                     |
| Manage risks and salient issues, including escalating risks where necessary.                                                                                                                         | <p>All decisions connected with risks with the delivery of the project are identified alongside strategies and actions taken to mitigate these risks.</p> <p>Risk and Opportunity Registers are employed.</p>                                                                                                                   |
| Prepare feasibility, tender and contract documents and monitoring of contractor's progress whilst on site and preparation of contract variation documents during the duration of the project.        | <p>End-to-end duties relating to projects and final completion conducted in accordance with TPC and task order requirements.</p> <p>Work orders are placed in accordance with council procedures and timescales to meet Tenant Satisfaction Measure performance indicators for completing repair works.</p>                     |
| Manage project change control processes.                                                                                                                                                             | <p>Contract Governance delivered in accordance with TPC requirements.</p> <p>Effective performance review mechanisms are managed to monitor progress and delivery of all projects.</p> <p>Proposals for developments are proposed to senior staff for action when required.</p>                                                 |
| Compile reports for various governance channels, and ensure reviews and submission occur in a                                                                                                        | Reports prepared in the required timeframe necessary to obtain approval through governance processes as required.                                                                                                                                                                                                               |

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| timely manner.                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Monitor project impact including undertaking regular reviews and conducting analysis to maximise project impact.                                                                                                                                                                                      | Projects achieve intended impact and can demonstrate ROI.                                                                                                                                                                                                                                                                                                                                                                                                      |
| Lead any dispute resolution and escalation processes in the best interests of the council and its stakeholders.                                                                                                                                                                                       | <p>Operational decisions are made for the service area.in accordance with Contractual requirements.</p> <p>Communications are dealt with in a confident, authoritative and assertive manner.</p> <p>Housing and Contractual policies practices and priorities are followed.</p>                                                                                                                                                                                |
| Support the Housing Assets Service in achieve its operational performance and financial targets, working in collaboration with Senior Management and colleagues in Housing Assets and throughout the Housing Service and TMOs to develop and improve operational policies, procedure and performance. | <p>Positive contributions are made to the improvement of the Council's performance and credibility.</p> <p>Support the Council in its investment decisions, to achieve capital programme objectives, including Decent Homes and Sustainability standards, together with reducing pressure on the responsive repairs service and budget.</p> <p>Active participation assists the shaping of Council strategies and policies that affect the entire service.</p> |

### **Nature of Contacts**

Day-to-day contact typically involves Heads of Service and Senior Managers across the authority, contractors, external agencies and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

### **Procedural Context**

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building/Health and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health and Safety requirements.

Occasionally the post will be expected to work from other locations.

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| <b>Key Facts and Figures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>The Council's stock is over 10,000 homes.</p> <p>The Housing Asset Management budget is over £20m p/a.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Resourcing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Budget Responsibilities: Manage a portion of the Planned Works Capital Programme budget, approx. £5-10 million per annum.</p> <p>Supervisory Responsibilities: line management of 1-2 staff (Project Assistant, and potentially Clerk of Works)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Knowledge, Skills and Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>• Substantial experience of directly managing contracts and projects within a wide range of disciplines, liaising where appropriate with staff at all levels in order to accomplish satisfactory results.</li> <li>• Experience of operating in a commercial property and/or construction environment.</li> <li>• Experience of producing and presenting performance and other management-level reports.</li> <li>• Experience of managing housing, commercial and retail construction projects.</li> <li>• Experience of Lean, ISO9000 and/or similar quality standards.</li> <li>• Excellent interpersonal skills, both oral and written.</li> <li>• Able to work on own initiative, taking responsibility for actions and decisions surrounding area of accountability.</li> <li>• Able to work to tight deadlines and deliver best value results on behalf of client, challenging where appropriate. Demonstrate sound decision making delivering positive yet sensitive outcomes, knowing when to escalate.</li> <li>• Excellent organisational ability, demonstrating sound project and financial management. Be innovative and a motivator.</li> <li>• Able to use a range of Microsoft or similar packages including Word, Excel, Visio and Project to an advanced level.</li> <li>• Understanding of and ability to use Oracle, MS Project, Property and GIS databases, Northgate with training provided and be familiar with CRM and other marketed solutions.</li> <li>• Able to work in an inclusive manner with staff and residents.</li> <li>• Good command of IT, particularly with Microsoft Office, Word, Excel.</li> </ul> |
| <b>Indicative Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Educated to degree level in a related field and/or suitable project/construction management qualification commensurate with the post and/or significant relevant experience.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |