

## JOB DESCRIPTION

<b>Job Title:</b>	Capital Projects Manager
<b>Service / Department:</b>	Asset Management
<b>Reports To:</b>	Head of Asset Management
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	Basic

### Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

To manage the Association's planned capital maintenance & major repairs programme including refurbishment, regeneration and energy efficiency projects so that they are delivered on time, to a high standard, on budget, to comply with Decent Homes and landlord compliance and are resident focussed.

To ensure all capital, cyclical and maintenance works are specified, procured, implemented and project managed economically and effectively.

To manage and monitor customer satisfaction ensuring a high quality service is delivered, responding to complaints in a timely, empathetic manner. Demonstrating lessons learnt through development of service improvements.

To contribute to the overall management of the Asset Management Department to the benefit of our customers.

### Main Duties and Responsibilities:

- To contract manage and administer the Association's capital works projects and cyclical works
- To ensure the Association maintains decent homes with a strong focus on working toward Net Zero Carbon and ensuring every property has an EPC rating of D or higher whilst focusing on achieving EPC rating of C by 2030
- Use professional knowledge and experience to deliver an effective procurement and contract management service, ensuring performance management and value for money
- To ensure safe working is embedded across all projects, maintaining H&S compliance including compliance with CDM regulation. Ensuring staff, residents and members of the public are safe, working closely with the Compliance team.
- To develop and manage the performance of contractors against KPI's and contract requirements, ensuring systems are in place to achieve optimum contractor performance.
- To investigate and respond to customer complaints, providing evidence of lessons learnt to drive service delivery. To manage and monitor overall team performance of complaints performance.
- Setting and management of budgets ensuring costs are managed and monitored by maintaining and providing a robust cashflow demonstrating expenditure to date with future projections based on units and unit spend. Authorising works orders and ensuring compliance with Salvation Army Homes standing orders and financial probity requirements. Working closely with Finance to produce monthly management accounts.

- Compile and present project management reports to various managerial levels, including the Executive Management Team.
- To ensure effective consultation and communication from inception to completion with residents and other relevant stakeholders, and raise the organisations profile.
- To ensure a high quality service is delivered to all Salvation Army Homes stakeholders. Reviewing Customer Satisfaction to drive performance and dealing with complaints and implementing changes from lessons learned to demonstrate continuous development.
- To promote works programmes to ensure clear visibility of planned work for all stakeholders and customers. Promoting completion of works via monthly update and good news stories.
- To develop working relationships to ensure collaborative working with Salvation Army Homes other departments where it relates to maintenance and repairs including providing written reports to management where required and attending meetings with other departments.
- Proactively represent Salvation Army Homes in any interaction with external agencies and develop and maintain a positive profile for Salvation Army Homes
- To be consciously aware of Salvation Army Homes safeguarding and health and safety regulations / policy to ensure health and safety is embedded in all aspects of the service, issues are reported and/ or dealt with to completion in accordance with local and national requirements and that staff, residents and members of the public are safe.

### **Related Activities:**

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

## PERSON SPECIFICATION

### Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Membership of CIOB, RICS or MABM
- HND or equivalent relevant qualification

### Aptitudes and Abilities:

- Passionate about Salvation Army Homes mission and reflects its values
- Actively leads by example with the professional conduct expected of a senior manager, Industrious, shows initiative and is innovative
- Embraces coaching as a valuable performance development tool
- Strong interpersonal skills with an ability to liaise effectively with a wide range of stakeholders and audiences
- Agile and responsive to change, particularly in an evolving and challenging external environment
- Open to learning and development for self and staff and fosters a learning culture
- Demonstrable empathy with the client group
- Great verbal, written and influencing skills
- Confident communicator, able to consult and influence a range of stakeholders through eg liaison, negotiation, discussion, reporting and presenting
- Good business acumen and commercially minded
- Numerate and data rational
- Confident IT skills, eg Microsoft packages and capacity to successfully navigate packages used by Salvation Army Homes
- Prepared to travel to around the country as business dictates
- Able to work outside normal working hours in accordance with the needs of the business, including delivery of Out of Hours repairs service, including occasional attendance at evening and weekend meetings.
- Full driving licence

### Experience and Interests:

- Significant experience in delivery of capital work programmes
- Demonstrate contract and performance management experience
- Evidence of successful budget management and financial awareness
- Experienced in Facilities management and / or Mechanical and Electrical engineering
- Demonstrate excellent customer service and complaints resolution.
- Although not essential, a good understanding of the social housing sector

### Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

<b>S</b>	<b>Servant Leadership</b> — we help people thrive	Have we given our audience everything they need to succeed in their next step?
<b>P</b>	<b>Passion</b> — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
<b>I</b>	<b>Inclusion</b> — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
<b>R</b>	<b>Respect</b> — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
<b>E</b>	<b>Empowerment</b> — we have trust	Have we given the right context to our message? Has our communication been story-driven?