

## JOB DESCRIPTION

<b>Job Title:</b>	Project Manager (12-month FTC)
<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.

The Project Manager will deliver key planned maintenance & major works projects on time, to the specified quality standard and in line with approved budgets, across a national geography. Working closely and proactively with colleagues across Asset Management and the wider business, the Project Manager will deliver high levels of customer satisfaction. Positive communication with stakeholders and proactive management of contractors, either directly or via external specialist consultants, will be key to the success of this role.

### Main Duties and Responsibilities:

- Effectively contract manage and deliver planned maintenance component renewal and major works projects.
- Utilise professional knowledge and expertise to take full management control of projects to deliver target business objectives in relation to the planned investment programme.
- Attend sites as required across a national geography to maintain standards and progress, in combination with utilising, where it is appropriate and more efficient to maintain a local presence, our network of local in-house asset managers and external specialist consultants.
- Ensure safe working is embedded across all projects, maintaining compliance with Construction, Design and Management (CDM) regulations.
- Manage the performance of contractors against KPI's and contract requirements, chairing regular contract meetings to ensure progress is maintained and quality is delivered.
- Investigate and respond to customer complaints, providing evidence of lessons learnt to drive improvements in service delivery.
- Effective management of project budgets, ensuring contract costs are controlled and any variations approved in line with Salvation Army Homes standing orders and financial probity requirements.
- Provide regular reports to senior management demonstrating progress against the planned programme and, liaising closely with finance colleagues, demonstrating accurate expenditure against budget.
- Ensure effective consultation with customers and develop excellent working relationships with colleagues across the business, attending meetings where required, to promote and communicate works programmes and projects under your control.
- Proactively represent Salvation Army Homes in any interaction with external agencies as necessary for the delivery of projects.

### 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 or RICS
- Degree, HND or equivalent relevant qualification in Building Surveying or Construction Management

### **Aptitudes and Abilities:**

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes

### **Experience and Interests:**

- Experience of successfully delivery planned maintenance projects ideally in the housing sector
- Proven capacity to deal successfully with difficult and complex contract and technical matters
- Understanding of project management methodology

### **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?