# Job description questionnaire

## Job description

### Structure information

Job title: Project Manager

Reports to job title: Programme Manager

Directorate: Housing & Adult Social Care

Division: Housing

Section: Repairs & Maintenance

Job identification number (JIN): 4029

### Job purpose

The purpose of this role is to provide effective project management to the council’s Housing Repairs & Maintenance service. This includes delivering service improvement, service review and procurement projects within specific timeframes, to budget and to meet the specific outcomes.

### Principal accountabilities

1. To manage a portfolio of diverse projects, including procurement and service improvement. To deliver a high-quality project management service reporting directly to the Programme Manager during the lifetime of the projects. This role is responsible for managing projects from the initiation through to final implementation, including undertaking post-project evaluation and ensuring that the appropriate handover requirements are in place.
2. To undertake contract management; procurement, extensions, mobilisation and close down of contracts within the service. To work with procurement and legal services, contract managers and technical leads to develop business cases, specifications and tender documents. Then mobilise procured contractors to deliver for the aims of the service.
3. To undertake service reviews of processes, procedures and new ways of working. To then advise and inform senior management (Directors and Heads of Service) on findings, issues, risks and opportunities for service improvement or change management.
4. To use corporate project management standards to deliver projects on time and within budget, that meet user acceptance criteria.
5. To plan for, deliver expertise on and drive forward change management processes. To ensure the optimal use of ICT, Human Resource, Finance and other support service solutions in achieving improvements in service delivery.
6. To maintain current awareness of local and national government policy across housing, in particular the Social Housing Regulation in order to deliver a high-quality service to residents.
7. To quickly develop a detailed knowledge and understanding and gather information from a wide variety of sources in diverse and often complex service areas.
8. To contribute to the ongoing development of internal quality assurance standards of the service and to develop operational processes, systems and standards within the team to ensure service and performance improvements.
9. To carry out duties in accordance with the council’s Equalities and Health & Safety Policies.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

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### Essential criteria

#### Job-related education, qualifications, and knowledge

* An accredited PRINCE2 practitioner, comparable project management qualification or equivalent demonstrable project management experience.
* Good understanding of social housing repairs and maintenance. Delivering a repairs service and the complexities of investing, maintaining and improving council owned housing stock.
* Knowledge of the Social Housing (Regulation) Act.

#### Experience

* Significant experience of planning and managing projects to achieve agreed outcomes
* Experience of public sector procurement processes and requirements.
* Experience in change management and leading and supporting teams through culture change, engaging with and managing communications with staff, customers and senior stakeholders though service change.
* Experience of undertaking business/process reviews and process mapping

#### Skills and abilities

* Ability to build trust and openness with Senior Responsible Owner and stakeholders, keeping them updated on progress and acting upon feedback.
* Proven ability to work effectively with senior management and council members.
* Ability to plan and prioritise work – working under pressure to tight deadlines, highly organised, with a self-managing approach to work.
* Ability to effectively influence and co-ordinate the work of others.
* Excellent verbal and written communication skills.
* Good negotiation and influencing skills.
* Ability to work effectively in a political environment.

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.