

Project Manager

Assets & Sustainability

| Overview | |
|--------------------------|---|
| Role Purpose | Planning, managing, and delivering the successful mobilisation of contracts in the Assets & Sustainability directorate. |
| Responsible for | <ul style="list-style-type: none"> Project management and adherence to agreed project methodology and governance Business engagement and change management Onboarding, mobilisation, and supplier management for newly procured contracts. |
| Reports to | Director of Compliance |
| Line management | None |
| Expectation Level | Operations Manager |
| Role relationships | |
| Internal | <ul style="list-style-type: none"> Head of M&E, Fire & Asbestos (and their team) Head of Heat, Energy & Water (and their team) Head of Commercial & Contracts Procurement Team Finance Team |
| External | <ul style="list-style-type: none"> Contractors (delivery works for NHG) Consultants (supporting NHG) Third party suppliers (facilitating the delivery of services for NHG) |

| Manager / leadership criteria | |
|--|---|
| Functions | Compliance & Energy |
| Staff reports | Total: 0 Direct: 0 Indirect: 0 |
| Budget size | Supporting the mobilisation of contracts worth £8m+ per year |
| Specific designated, regulatory compliance requirements | The delivery of regulatory compliance requirements is dependent on the successful launch of newly procured contracts. |
| Other key data (i.e. size of operation, units managed, size of programme etc) | Procurement activity can impact on all of our 66,000+ residents. |

Role accountabilities

- Take responsibility and ownership for delivery of projects, escalating risks and issues as appropriate.
- Prepare and maintain realistic project plans and track all tasks and dependencies to ensure successful delivery – on time, on budget and to the required quality.
- Provide realistic cost estimates for new projects to support business cases. Effectively manage project budgets and take action where these deviate from agreed tolerances.
- Identify, assess and manage risks to the success of the project.
- Use NHG project and change management methodologies and templates as well as working with the Programme Management Office and peers to review NHG processes and incorporate industry standards/tools as needed to facilitate continuous improvement.
- Ensure effective project governance, providing regular and accurate reports and updated project documentation to project sponsors and relevant boards.
- Ensure that new systems and/or processes meet the needs of the business/customers through effective requirement definition, testing, training and implementation.
- Work with stakeholders to define scope and priority. Manage the scope of projects to ensure delivery of agreed outcomes. Where relevant use the change control procedure.
- Ensure delivery on project tasks by effectively matrix managing project resources, providing work packages and SMART objectives to staff. Support the project team by removing unnecessary barriers to project delivery and ensure that you manage conflicting business requirements
- Provide day-to-day supervision, support and guidance to people involved in the project, manage resources as required, taking responsibility for their development on the job.

Business engagement

- Ensure all aspects of change are considered, planned for, managed and communicated for your projects.
- Plan for and manage project resources effectively, ensuring that the business is aware of the task and time requirement for resources in reasonable time, so that these can be released with minimal operational impact.
- In partnership, work with the business to investigate and analyse operational issues, problems and new opportunities. Support the business to generate effective practical solutions through improvements in processes/systems.
- Support the business, working with Finance and other relevant departments, to make the business case for projects and a robust return on investment model
- Identify benefits of project outcomes at the outset, clearly articulating measurable time and cost savings to be reviewed at key stages. Support the business to realise the benefits.
- Build effective, credible relationships with stakeholders at all levels with the business to deliver project outcomes. Take time to understand key stakeholders and adjust your presentation and reporting style as needed. Provide support and relevant information to the project sponsor to build an effective partnership.

Procurement/supplier management

- Identify possible solutions (processes/systems) to operational issues, conducting research as appropriate. Work with the business to evaluate the options and make recommendations.
- Work with the Head of Contracts & Commercial and the Procurement team to ensure that the business adheres to the relevant procurement regulations and procedures for the procurement of new suppliers and/or systems.

Role accountabilities

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential

- Experience of managing large scale organisation-wide projects, in a complex business environment delivering improved services to customers (including systems or process improvement).
- Experience of managing change in a complex business context.
- Experience of effectively managing stakeholder relationships, with the ability to influence and negotiate and deliver results through others.
- Excellent communication skills with experience of presenting complex information in an easily comprehensible way and delivering high quality written reports and presentations.
- Experience of supplier management including procurement/contract negotiation and relationship management.
- Experience of delivering project outcomes through matrix management.
- Experience of delivering IT projects

Desirable

- Experience of taking sole responsibility for project budgets in excess of £250k.
- Experience of working in a Business Analyst role.
- Experience of agile project management practices.

Skills

Essential

- Effective IT skills including basic/intermediate/advanced MS Office skills

Desirable

Qualifications and/or professional membership

Essential

Desirable

- Project management and change management practitioner qualification (e.g. APMG, Prince2 Practitioner, Prince2 Agile, MSP process improvement qualification)

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an **Operations Manager** expectation level and therefore you should refer to the **Operations Manager** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.