

# Project Manager

## Operations – Commercial Operations

### What's it all about

The Project Manager is tasked with bringing our **Brentford Reach—Student Village** site operationally online for intakes in September 2025, overseeing the comprehensive management of 880 units. This role demands a strategic approach in matrix management, with no direct reports, to ensure the seamless integration of various operational aspects, stakeholder engagement, and infrastructure setup. The position is central to the organisation's commitment to delivering a revitalised, fully functional Student Site, adhering to high standards of operational excellence and community satisfaction.

### How you'll make a difference

This role ensures the successful operational setup of the **Student Village**, implementing systems, engaging with stakeholders, and delivering a site ready for occupancy. You'll help deliver high-quality living spaces for students while maintaining operational efficiency, security, and high standards for community building.

### How you'll do it

- Lead and execute project planning and management processes, ensuring all aspects of the project align with the organisation's strategic objectives and timelines.
- Spearhead operational setup and infrastructure initiatives, including systems implementation and operational readiness evaluation.
- Oversee financial and legal aspects of the project, ensuring compliance with budget management and regulatory requirements.
- Drive communication and engagement strategies, including community relations.
- Implement quality and risk management protocols, maintain high operational standards, and develop efficient policies and procedures.
- Ensure safety and security measures are in place to protect all involved.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures, including health and safety and financial regulations.

- Hybrid arrangements – at least two days a week in our **communities, on housing estates or schemes**, and at least two days in an office working with others.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at the **manager** level.

#### Essential knowledge, experience and skills, including qualifications and professional membership

- Proven experience managing large-scale, complex projects focusing on service improvements and budget management.
- Strong background in change management and stakeholder relationship management, with skills in influencing, negotiating, and delivering results.
- Excellent communication and report-writing skills, with the ability to present complex information clearly.
- Experience in supplier management, including procurement and contract negotiation.
- Demonstrated ability to deliver outcomes through matrix management, particularly in IT projects.
- **Qualifications:** Project management certification (e.g., APMG, Prince2 Practitioner, Prince2 Agile, MSP) is desirable. Additional certifications in project management or related fields are desirable.
- Familiarity with the student housing sector or large-scale residential services is a plus.