



Project Coordinator



Working better together
for our residents

> Homes > Planned Investment

What's it all about

Working within the Planned Investment Team, you'll support the delivery of cyclical works, retrofit projects, and kitchen/bathroom programmes. This is an entry-level role designed to develop your skills in project management while assisting experienced colleagues to ensure projects run smoothly and meet quality standards.

How you'll make a difference

You'll help improve residents' homes by supporting the delivery of planned works that enhance comfort, safety, and energy efficiency.

Your contribution will ensure projects are well-organised and residents receive excellent service throughout the process.

How you'll do it

- Assist Project Managers and Senior Project Managers in delivering the planned investment programmes - including building envelope and communal areas, energy efficiency, and kitchen & bathrooms, by helping ensure contractors complete tasks on time, to a high standard, and within budget.
- Raise and receipt purchase orders and works orders as required for the planned programmes, working with the Finance Team to ensure the process runs efficiently.
- Support contractor monitoring by attending meetings, drafting minutes, and following up to help maintain quality and compliance with NHG standards.
- Assist with resident engagement activities by drafting communications, attending consultations, and responding to queries to ensure residents feel informed and supported throughout the works.
- Contribute to continuous improvement by observing processes, suggesting efficiencies, and sharing feedback from residents and contractors to enhance service delivery.
- Help monitor budgets by updating cost records, supporting financial reports, and becoming familiar with basic variance checks.
- Support contract administration processes by understanding NHG contract requirements and assisting with issuing instructions and maintaining compliance records.
- Help ensure the programme runs on time by contacting customers to help ensure we gain access to our properties for any key actions.
- Work closely with our contractors resident liaison officers and colleagues in our operations teams to ensure customers are getting regular informative updates in line with our communication process.
- Attend site visits alongside Project Managers or Surveyors, to observe works to ensure contractors meet agreed standards.
- Hybrid arrangements - at least three days a week in an office and/or on site. On other days, working from home may be possible, depending on the work needed and the interaction required.
- 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.

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

You'll demonstrate curiosity, willingness to learn, and a proactive approach to supporting colleagues and residents.

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 **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership

- Project management skills and ability to ensure projects are delivered to agreed timescales and targets.
- Good organizational and communication skills.
- Ability to work collaboratively and build positive relationships - working effectively with colleagues at all levels, as well as residents and external partners.
- Good IT skills (Microsoft Office; willingness to learn project management tools).
- Understanding of, and a commitment to, equality and serving diverse communities, and the ability to apply this in a project role
- Ideally you would also have either a degree in a construction related field or experience working in the industry. This is not a

prerequisite for the role but further training may be a requirement to ensure competency.