

Project Manager - Post Construction Development

Overview	
Role Purpose	Work with internal client teams and key stakeholders in liaising with contractors and warranty providers to rectify and manage latent defects through latent defect processes. Act as key point of contact in the Post Construction Services Team, Development, for managing latent defects.
Responsible for	Responsible for delivering a positive customer experience and excellent, effectual latent defects service to the residents of NHG new build scheme.
Reports to	Defects Project Manager
Line management	N/A
Tier	8
Expectation Level	Colleague
Role relationships	
Internal	Liaise with senior management, development colleagues, client team colleagues and front-line staff on effective defects resolution
External	<ul style="list-style-type: none"> • Liaise with and manage contractors and consultants to resolve defects • Relationships with NHBC and other warranty providers to ensure compliance where compliance has been breached. • Liaise with residents throughout the latent defect's resolution process
Role accountabilities	
Support & Best Practice <ul style="list-style-type: none"> • Deliver an excellent defects service to NHG key stakeholders e.g., customers, colleagues. • Support delivery/project management colleagues to be robust clients and ensure contractors and consultants deliver buildings and services in accordance with ERs and scopes of services. • Conduct reviews of new schemes within the post defect liability period. • Participate in internal reviews and assessing solutions for new developments under design and construction. • Produce regular progress reports and recommendations to improve the technical and design guidance and scopes of service, based on latent defect outcomes. 	
Defect / Latent Defect Rectification <ul style="list-style-type: none"> • Manage contractor performance on defects. • Provide guidance and technical input on all of NHG's latent defects. • Support and guide NHG front line staff on all latent defects queries. Gather relevant data and manage/monitor the output. • Work with front line staff and Senior (Delivery) Project Managers within Development to rectify latent issues identified within a scheme. 	

- Liaise with NHG client departments, contractors / developers and consultants to ensure the successful rectification of issues on schemes.
- Approve defects / latent defects remediation proposals and solutions where applicable.
- Responsible for ensuring that liaison with NHBC, warranty providers, BRE, and professional bodies on technical and latent defects issues is undertaken.
- Provide the technical input into any litigation caused by latent defects.
- Update latent defects tracker regularly with information on cases managed and those managed by others ensuring the process continually improves.
- Support the patent defects team and Defects Manager with end of defects processes, post inspections, and other items as required

Major Defects

- Work closely with contractors to deal with issues that arise through the life of a major defects project and keep accurate records of rectification proposals and communications with contractor in order to ensure the defects identified are appropriately and robustly dealt with.
- Procure and manage relevant specialists to ensure that there is independent checking of the contractor's remedial work through the life of the project. In particular work with appropriate technical consultants to ensure rectification proposals are reasonable, appropriate, and robust and meet contractual obligations.
- Working jointly with Senior (Delivery) Project Managers, leasehold, housing management and resident liaison staff to ensure that residents are effectively communicated with throughout the life of a remedial works project. Support NHG front line staff in managing the relationship with residents.
- Ensure that each project is brought in on time and where this is not achievable ensuring residents and internal clients are kept informed in a timely manner.
- Take responsibility for liaison with NHBC, warranty providers, BRE, professional bodies on technical issues where relevant.

General

- Ensure you follow the procurement and 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.
- Ensure that you undertake any corporate responsibilities as required.

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 Expertise and Expectations

- Experience of defects resolution and the construction process.
- Experience of delivering successful outcomes from negotiations with external and internal stakeholders, including residents.

Desirable

<ul style="list-style-type: none"> • Experience leading complex latent defect cases. • Experience of working with contractors and contract management including litigation/ matters of contention, protecting the position of the customer. • Experience providing project support and guidance to colleagues. • Experience of managing latent defect resolution where there is no precedent or comparable projects. • Experience of applying understanding of contractual, legal issues and ownership information to remediation projects under management. • Experience of managing contractors and holding them to contractual obligations. • Experience in property development with a housebuilder, contractor, consultant, housing association, or similar. 	
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Skills

Essential	Desirable
<ul style="list-style-type: none"> • Comprehensive understanding of project management principles and risk analysis skills • Effective IT skills – Outlook, Word, Excel, (to at least intermediate level) 	

Qualifications and/or professional membership

Essential	Desirable
	<ul style="list-style-type: none"> • Educated to degree level • Professional level qualification in property/building surveying, e.g., CIOB, RICS, RIBA or equivalent.

NHG Expectations

<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>
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You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.