

Complex Case Project Manager



Working better together
for our residents

Operations > Repairs > Repairs Operations > Disrepair

What's it all about

The Complex Case Project Manager is a key part of the team and specialises in the oversight and management of all aspects of disrepair and preventative disrepair projects. The role involves leading a team of property professionals to identify, assess and resolve disrepair and potential disrepair issues in a timely and cost-effective manner, ensuring the safety of our homes and improving our resident experience.

The role requires a combination of technical skills, strong communication, and a commitment to high property and resident standards. These skills will contribute to the overall success of the repairs process and put our residents at the heart of what we do, maintaining and caring for our homes and collaborating with colleagues to achieve the best outcomes for our residents.

How you'll make a difference

- Ensuring our contractors and suppliers are providing a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy
- A trusted and reliable NHG presence, making sure all visits and inspections are completed on time
- Effectively managing resources to ensure the smooth running of all disrepair cases and they are completed within target
- Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
- A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback

How you'll do it

Leadership

- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.

- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy
- Provide relevant senior level advice and guidance as required
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place. Ensure every member of staff has a clear objective and learning plan

Operational

- Ensure your team are carrying out surveys and inspections in line with expectations and reports and condition photos are accurately recorded.
- Effectively manage resources within your team, and the contractors and consultants working within your area to ensure projects are completed on time and to a high standard.
- Coordinate and oversee the resolution of complex, and in jeopardy repair cases to reduce risk of disrepair and/or negative Ombudsman findings.
- Implement quality control processes and embed service improvement to evaluate the performance and effectiveness of contractors, colleagues and processes.
- Provide clear and insightful reports into disrepair trends and patterns to inform strategic decisions.
- Continually monitor the quality and success of all disrepair and preventative disrepair works, using data, analysis and insight to instigate appropriate improvements and recommendations.
- Collaborate with all operational colleagues to reduce the risk of disrepair and embed learnings from cases.
- Lead and manage ad hoc projects for systems and process improvements.



- Raise the profile of performance across the directorate, supporting colleagues to engage with, and understand repair process.
- Contribute to the implementation of effective monitoring systems and process, ensuring they are supported by quality analysis and reporting.
- Ensure works are being carried out in a manner conducive with Health & Safety regulations and always being aware of your own Health & Safety status.

Contribute to the operational risk management activities within your team and the broader directorate.

General

- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure you and your teams follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

Cross organisational working

- Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future.
- Ensure you and your team act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
- Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

Essential knowledge, experience and skills

Essential

- Experience of managing a high performing team in the repairs' environment
- Experience of managing complex, multi discipline projects
- Excellent leadership, communication and problem-solving skills
- Experience in formulating specifications, managing schedules of works and technical diagnosis
- Experience of contractor management
- Experience of writing and disseminating technical reports
- Good understanding of the relevant legislation, statutory and regulatory requirements
- Highly organised and motivated

Desired

- Experience of managing repair, disrepair or legal projects
- Relevant building management qualification
- DEA/FRA assessor trained
- Recognised HND technical qualification e.g. building surveying or member CIOB
- Relevant project management qualification – PRINCE2 or equivalent

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

This is a people manager role. Please [refer to our people manager standards](#).