



Working better together  
for our residents

# New Homes Project Manager

> Operations > Places & Estates > Placemaking Strategy &  
New Homes > New Homes Team

## What's it all about

Your wider team exists to ensure that our new homes, places & estates meet the needs of their users. They should be destinations designed to feel familiar, promote neighbourly interaction and that can still look great years into the future.

In your role as New Homes Project Manager, you will champion placemaking, seek out opportunities to innovate, and challenge the status quo to ensure that customers are placed at the heart of decision making.

You will make our homes, places & estates better by ensuring that design, specification and build quality meet the needs & expectations of our customers. You will ensure they are places to be proud of, and you will deliver exceptional support to your Operational colleagues so that they can focus their energy on delivering excellent services directly to customers.

## How you'll make a difference

You will be an effective project manager, ensuring that contract documents genuinely reflect the needs of the business, our new estates are delivered per the vision and that preparations are made for a seamless transition from Development (construction) into Operations (occupation). This includes:

- Participating in the negotiation and/or creation of legal documents including leases, management agreements, build contracts and S106 agreements.
- The training and support of operational staff responsible for managing our new places and estates.
- Developing strategies related to our new estates.

Ensuring the finishing quality of our new homes is high, and that our systems are accurately set-up in anticipation of handover.

## How you'll do it

### Customer First

You will coordinate the production of all supporting documentation provided to customers. This includes ensuring that Resident Manuals are high quality, that site-specific user videos have been prepared and that customers have access to all relevant manuals to operate their home. If you find a need for something new to support customer experience, you will do everything you can to make it happen. You will trial new ways of doing things regularly, in a structured manner, and you will share your learnings with your colleagues.

### Project Management

You are expected to offer a highly effective project management service. You will lead excellent meetings, seek engagement from the right people at the right time and act decisively to make important decisions. You will draw on the ability of others to help you deliver results. You are responsible for sharing quality information, monitoring project progress, delegating effectively, and closing out action points to ensure continual progress.

You will also undertake specialist projects on behalf of the Operations directorate. Your specialism is project manager, and your skills will be deployed wherever they are needed to contribute toward achieving our corporate goals.

### Setting up for success

You will work closely with Development colleagues to prepare project-specific contract documents that reflect the needs of your clients, and the expectations of our customers. You will attend design reviews with specialists, and you will expertly convey points relating to your area of

expertise (estate management, the handover process and the lived experience of customers). You will take personal responsibility for ensuring the accuracy of design information you provide to your clients (including marketing plans, conveyance plans and specification info)

### **Quality places & Estates**

You will play an active role in driving improvements in quality. This will start pre-construction with substantial involvement in design optimisation and finishing specification. You'll then spend time on active construction sites completing benchmark snagging, snagging and de-snagging. You'll need to demonstrate exceptional attention to detail, a good understanding of what good looks like and a confidence to pushback when expectations aren't being met.

### **Administering the Handover Process**

You will communicate change, plan-ahead and organise yourself to administer the handover process effectively. You will ensure that everything you handover to your clients (properties, paperwork, keys, data) is high quality, ready for use, simple to understand and ultimately supports them in doing their job with ease.

### **Closing the feedback loop**

You will take the time to capture, understand and distil their feedback and requirements. You will use that knowledge to ensure that those needs are threaded through design, contract documentation, specification, finishing quality and working processes. You will spearhead continuous improvement using your unique position in NHG to show how we can work Better Together.

### **Vision Guardian**

You will be a guardian for the project vision, ensuring that decision making aligns with NHGs strategy for the place. You will internalise our Placemaking principles and apply them consistently to your work. You will challenge decision making, promote customer centricity and influence the creation of places you can be proud of.

### **The Innovation Expectation**

You are part of the Places and Estates team, where we try radical new things, learn from our failures and celebrate our successes. You will need to innovate regularly and will have clear targets for this. You will consider emerging technologies, services and materials as well as new ways of working. The end goal will be better homes, better places, and better experiences for staff and customers alike.

### **Customer Care**

Your knowledge on new developments will be unrivalled, and your desire to support customers and colleagues will be unmatched. You will ensure that customers have the information they need to care for their home, and that colleagues have the support and tools they need to work effectively.

### **Location is Key**

You'll know that there's no substitute for spending time in a place to understand its qualities. You will regularly be on construction sites, visiting existing estates, meeting suppliers and sharing time with colleagues face to face. You'll also recognise the importance of team, spending time pooling your knowledge and supporting your peers in our offices.

## 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. This role is at **staff** level.

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

#### Knowledge & Experience

- Demonstrable experiencing using basic project management principles to manage project or task.
- Experience in a customer-facing role and a clear idea of what 'good' service looks/feels like
- A basic understanding of the philosophy and/or process behind good placemaking
- Experience building positive & professional relationships.
- Ability to organise yourself, prioritise effectively and deliver results through a rigorous approach to time & task management.
- A working knowledge of the new-build development lifecycle would be helpful.

**This role requires includes work on active construction sites, at heights and in confined spaces.**

#### Skills

- Excellent communication skills (including report writing).
- Demonstrable ability to chair complex meetings effectively.
- Able to read simple plans and contribute to the design process.
- Confidence to negotiate & influence outcomes with a wide range of stakeholders.
- Capable of undertaking independent research (competitor analysis, market trends etc)
- Able to concisely articulate the rationale behind all decision making.
- Competent user of the basic Microsoft Office software including Excel, Work, PowerPoint & Outlook

#### Qualifications

- A formal project management qualification is needed to progress to level 2 of this role. Support will be given to obtain that.