

Project Manager - Post Construction



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for our residents

> Development and Sales > Places and Built Environment

What's it all about

As a Post Construction Project Manager you will manage and rectify latent defects after our customers move into their new homes. Working with a team of post construction project managers you will oversee contractors and be a key point of contact in Development for coordinating the resolution of all latent defects.

How you'll make a difference

Reporting to the Senior Project Manager for Post Construction this role ensures correct diagnosis and resolution of latent defects, management of contractors and consultants, and compliance with relevant regulations and agreements, contributing to NHG's commitment to delivering high-quality post move-in experience to our customers in our new build homes.

How you'll do it

- **Latent Defect Management:** Carry out reviews of new schemes within the post defect liability period. Ensure correct diagnosis and management of latent defects to timely resolution.
- **Internal Collaboration:** Work with client teams and front-line staff on defect queries and resolution. Ensure residents are effectively communicated with and support operations with resident relationships.
- **External Collaboration:** Procure, appoint, and manage contractors and consultants for defect resolution. Maintain relationships with NHBC and other warranty providers. Provide technical input into any litigation required. Be a robust customer on behalf of NHG ensuring value for money and an excellent service for residents.
- **Support and Best Practices:** Guide project management on delivering buildings/services as per requirements and participate in reviews and assess solutions for new developments ensuring continuous improvement.
- **Monitor and report:** produce regular progress reports on defects performance and review trends. Make recommendations and advise on improvements to minimise latent defects. Manage contractor performance.
- 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 three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.



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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 **manager** level

Essential knowledge, experience and skills including qualifications and professional membership

Professional expertise:

- Experience in defects resolution and construction.
- Successful negotiations with stakeholders.
- Managing contractors and holding them accountable.
- Property development experience.

Skills:

- Understanding of project management principles.
- **Intermediate** IT and systems skills including Microsoft office.

Qualifications and/or Professional Membership:

- Degree or professional qualification in property/building construction, e.g., RIBA, RICS, or equivalent essential.