Project Manager – Supported Housing

> Customer Services > Supported & Temporary Housing

What's it all about

The project manager role offers an exciting opportunity to lead the delivery of operational focused projects, within the supported and temporary housing business in partnership with colleagues and external stakeholders.

How you'll make a difference

You will be responsible for delivering management improvement projects for our homes to benefit our most vulnerable customers. The role combines technical expertise with leadership skills to ensure efficient and effective maintenance of our homes and an improved resident experience.

How you'll do it

- Working in the business development team you will take responsibility for the delivery of projects, identifying, escalating and managing risks and issues as appropriate.
- Support colleagues to make the business case for projects by defining the scope and creating project plans and cost estimates.
- Track all tasks and dependencies to ensure successful delivery of project outcomes.
- Ensure effective project governance, providing regular and accurate reports and updated project documentation to project sponsors.
- Ensure delivery on project tasks by effectively matrix managing project resources.
- Work to remove barriers to project delivery and ensure that you manage conflicting business requirements.
- Provide day-to-day supervision, support and guidance to any staff collaborating on the project.
- Ensure all aspects of change are considered, planned for, managed and communicated.
- Work with operations teams to investigate and analyse operational issues and generate effective practical solutions.
- Build effective, credible relationships with stakeholders at all levels in order to deliver project outcomes.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive.

Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues.

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document.**

This is a people manager role. Please refer to our people manager standards.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Experience of effective project management and managing change.
- Experience of successfully managing stakeholder relationships, with the ability to influence and negotiate and deliver results through others.

- Knowledge of budget management.
- Understanding of housing management or willingness to learn.
- Effective IT skills including intermediate MS Office skills.