

Senior Project Manager - Decarbonisation Assets and Sustainability

Overview	
Role Purpose	<p>The senior project manager will lead on the strategic delivery of our domestic retrofit programme to achieve NHG's EPC C target by 2030, reduce fuel poverty and tackle our contribution to climate change.</p> <p>As strategic lead, the senior project manager will support the development of NHG's retrofit action plan, which will set out a framework to achieve EPC C for all our rented homes by 2030.</p> <p>The role will be responsible for overseeing the implementation of actions in our retrofit strategy, including the delivery of retrofit projects – ensuring these achieve organisational objectives and the best outcomes for residents.</p> <p>The senior project manager will work alongside the Head of Sustainability and be instrumental in coordinating and guiding internal teams, consultants and our supply chain through the development and delivery of retrofit projects.</p>
Responsible for	Providing leadership to deliver our retrofit action plan and programmes, ensuring retrofit projects are delivered to time, quality and cost targets in alignment with our organisational objectives.
Reports to	Head of Sustainability
Line management	Not applicable
Tier	6
Expectation Level	Team Manager
Role relationships	
Internal	<ul style="list-style-type: none"> Lead and motivate decarbonisation project managers and other internal teams to support delivery of successful retrofit projects Build and maintain relationships with internal clients and key stakeholders, including Housing and Leasehold Teams, Repairs and Finance
External	<ul style="list-style-type: none"> Build and maintain relationships with key external stakeholders including local authorities, other housing associations and professionals involved in providing retrofit services Lead and motivate teams of contractors and consultants Ensure there is excellent communication and support to NHG residents through the retrofit process

Role accountabilities

General

- Lead the development and delivery of a cross-cutting retrofit action plan covering funding and finance, engagement, and development of technical solutions and supply chain skills etc.
- Lead and/or matrix manage internal teams as required (including two decarbonisation project managers), ensuring that team members deliver projects to time, cost, quality and other performance targets.
- Ensure retrofit projects are compliant with relevant statutory and regulatory requirements at all times, including health and safety policies and procedures, standing orders and financial regulations etc.
- Manage the performance and development of the project team through coaching, mentoring and building required skill sets to ensure staff have the capacity to perform.
- Ensure correct teams, resources and organisational structures are in place for delivery of our retrofit programmes.

Planning and preparation

- **Programme development** - undertake regular stock analysis using our energy database and software applications to inform future projects, decide target outcomes, and identify priority homes and localities. Work with internal stakeholders across the organisation to set SMART retrofit project goals and objectives.
- **Develop retrofit interventions** by, for example, building a pattern-book of best practice retrofit and specifications for key housing archetypes within NHG's portfolio, working with other housing associations and specialists and using evaluations from live projects.
- **Build the business case for** retrofit – by identifying necessary resources to support programme delivery, estimating project budgets and establishing SMART goals and success criteria
- Help **create an end-to-end resident engagement journey specific** to NHG, in partnership with residents and working alongside the Head of Sustainability. Oversee and support the development of bespoke resident engagement plans (based on our resident engagement journey) for individual retrofit projects.
- Develop and sustain relationships with local planning authorities to agree our approach and processes for securing **planning consent** for retrofits on a locality/estate basis.
- Support the Head of Sustainability design and deliver our **retrofit procurement strategy** – including the procurement and appointment of contractors and professionals involved in delivering retrofit.
- **Develop and maintain effective governance arrangements for retrofit projects.** As part of this, build relationships with key internal and external stakeholders to secure support and ensure alignment of projects to wider business requirements.
- **Develop our monitoring and evaluation strategy** – work with the Head of Sustainability to set out how NHG should monitor and evaluate its retrofit projects to demonstrate value to NHG and our residents - ensuring reporting is aligned with our strategic objectives and any funding requirements.

Role accountabilities

- **Help develop applications for external grant funding** and maximise additional investment NHG can secure for its retrofit programmes.

Programme and portfolio management

- **Oversee the delivery of multiple retrofit projects within** cost, time, quality and other performance targets – ensuring outcomes align with organisational objectives. Prepare and take ownership of capital and revenue budgets, working with our Finance team to monitor spend and reviewing forecasts for the programme.
- **Identify and manage risks** likely to affect programme delivery, agree mitigations and report this through appropriate governance channels.
- Oversee the management of contractors and all consultants with a strong contractual and commercial approach.
- Create and maintain comprehensive project documentation and new policies and procedures to support delivery of retrofit projects.
- Post occupancy – develop NHG's offer to residents for post-installation support, as well as processes for escalation if residents are unhappy with works. As part of this work with teams across the business to ensure processes are in place for effective handover to operational teams.

Reporting and monitoring

- Monitor progress of the retrofit programme (comprising concurrent retrofit projects) against KPI targets and other external funding requirements, recommend and implement corrective action where necessary ensuring learning is fed into our processes.
- Prepare management reports including business cases, monthly progress reports, cost reports and other reporting required internally and for external grant funding.

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

Experience (executive)

Essential

- Experienced project manager with track record of delivering complex and large-

Desirable

- Experience of delivering energy efficiency programmes and 'whole house retrofits' with multiple measures

<p>scale construction or refurbishment projects, from inception to completion.</p> <ul style="list-style-type: none"> • Experienced in contract administration and using various forms of contracts, in particular JCT Design and Build or Measured Term contracts • Experienced in delivering successful commercial outcomes from negotiations with consultants and contractors • Experienced in leading and motivating internal and external multi-disciplinary teams and building contractors • Experienced in presenting to internal and external boards and resident groups 	<ul style="list-style-type: none"> • Experience of securing external funding for large-scale and/or complex projects and programmes • Experience of delivering grant funded works programmes
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Professional expertise (know how & experience)

Essential	Desirable
<ul style="list-style-type: none"> • Demonstrable knowledge of JCT / NEC construction contract management • Experienced in budget management of large-scale projects and/or programmes • Strong understanding of CDM regulations • Knowledge of planning and building control regulations • An appreciation of, or demonstrable interest in sustainability and building decarbonisation • Technical understanding of retrofit particulars (e.g. thermal performance (modelled and actual), EPC certificates, energy efficiency regulations, building regulations, etc.) 	<ul style="list-style-type: none"> • Appreciation of principles of 'whole house' retrofit, and understanding of PAS2035:2019 • Knowledge of BEIS and/or GLA funding

Skills

Essential	Desirable
<ul style="list-style-type: none"> • Able to effectively apply a range of project management techniques with excellent risk analysis skills • Keen interest in innovation in this space and smart problem solving • Strong communication and engagement skills – ability to present and engage a range of audiences • Commercial awareness including the ability to articulate business decisions within the wider context and market trends • Effective IT skills – Outlook, Word, Excel, (to at least intermediate level) 	<ul style="list-style-type: none"> • Engaged with and understands market conditions, new and emerging regulation and opportunities in the net zero carbon space

Qualifications and/or professional membership	
Essential	Desirable
A degree or qualification in a relevant discipline – including a project management or retrofit qualification - and/or membership of a professional body institute such as RICS, CIOB, or APM, Level 5 Diploma in Retrofit Coordination and Risk Assessment	

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 team manager expectation level and therefore you should refer to the team member 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>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none">Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)