

Job title – Client Project Manager

Directorate – Operations (Commercial Services)

Overview	
Role Purpose	You are the link between Development and New Business (DNB)/Regeneration and Assets (R&A) and your client teams, ensuring that the homes we deliver incorporate their complex & evolving needs and that the handover is seamless. You will form and utilise your project teams to achieve this.
Responsible for	<ul style="list-style-type: none"> • Project managing the timely handover of new & refurbished homes into operations • Training of operational staff • Legals: Participating in S106 negotiations and reviews. Instructing conveyancing solicitors and overseeing the creation of leases. Handling all conveyancing enquiries • Contract Documents: Reviewing and influencing contract documents including Employers Requirements (ER's) & Association Requirements (AR's) • Strategy creation <p>Ensuring homes are high quality, operational businesses are ready for new units and Northgate data is accurate at handover</p>
Reports to	Senior CPM
Line management	N/A
Tier	8
Expectation Level	Colleague
Role relationships	
Internal	Commercial Services/ Housing/ DNB/R&A/ Central Services Directorates
External	<p>Solicitors (Conveyancing) Build Contractors & Consultants (Architects, Site Inspectors, Employers Agents, Planning, Structural, Landscaping) G15 colleagues (for research purposes)</p> <p>Product suppliers (for research purposes)</p>

Role accountabilities

- Provide strong & effective project management for new schemes by chairing meetings, ensuring involvement from all relevant colleagues and external consultants, to share information, monitor scheme progress, delegate tasks and close out action points as necessary.
- Lead reviews of legal documentation (e.g. S106 agreements, superior leases etc.) to establish NHG obligations and develop & implement a plan for compliance.
- Review and propose amendments to contract documents (ER's & AR's) to ensure that new contracts are aligned with the needs and expectations of your clients.
- Ensure that clear lines of communication are maintained between DNB/R&A and the Client Teams for all new handovers.
- Work with your manager to approve new build schemes prior to investment, visiting sites to advise DNB/R&A on proposed locations/unit numbers/tenure.
- Provide relevant advice, guidance and training to operational staff as required.
- Produce detailed project reports (risks/ opportunities/ progress/ programme etc.) as requested by your manager.
- Maintain clear & comprehensive digital handover filing structures to allow for all staff to self-serve after handover of new properties. Ensure all documentation is present & passes compliance checks (where applicable).
- Contribute to high quality estate, block & plot design through design reviews and influencing value engineering decisions (where applicable).
- Attend regular on-site project meetings using them to identify relevant issues, risks and opportunities to be communicated to the client teams.
- Coordinate the creation of estate management (and other) strategies in advance of handover, ensuring these are well informed, created at an appropriate stage in the project lifecycle and have had input from all necessary stakeholders.
- Inspect homes & estates prior to handover to ensure they are high quality places to live.
- Be accountable for the upload of accurate new build property information to Northgate at handover to allow Workwise to function effectively.
- Co-ordinate the production and circulation of detailed scheme component information to assist with rent/service charge setting & maintenance regimes.
- Lead on special projects work as and when required to meet the evolving needs of the team.
- Be the authority on finishing specification, ensuring that items specified are reliable, functional, desirable and meet the expectations of your clients & residents.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Monitor the market and identify opportunities to introduce new components /services to keep our developments competitive (by tenure where appropriate).

Home Ownership

- Instruct leases and co-ordinate their internal approval prior to sales launch.
- Take the lead on responses to solicitors' enquiries, ensuring all responses are detailed, accurate and timely.

Sales & Marketing

- Provide conveyance solicitors & sales staff with all relevant documentation for sale, and accurately respond to solicitors' enquiries.
- Check technical accuracy of information provided for marketing & sale.

Housing

Role accountabilities

- Lead on the creation of rented service charges.
- Collate & provide accurate rents & nominations information at the appropriate time.
- Lead 'New Build' training for all new starters as part of their compulsory induction.

Market Rent

Develop a set of clear requirements specific to the Market Rent business and influence your Development colleagues to incorporate these into formal process/procedures.

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

Desirable

Experience of working in the social housing sector and/or construction industry

Professional expertise (know how & experience)

Essential

Desirable

- Experience of managing projects and undertaking research.
- Experience of leading/chairing meetings with a variety of challenging stakeholders to resolve complex problems.
- The ability to read plans and feed into the design process.
- Experience of housing management or property sales and knowledge of relevant related legal processes.
- Up to date knowledge of the challenges, opportunities and trends being experienced within the Housing Sector

- Working knowledge of the development process

Skills

Essential

Desirable

- Excellent verbal and writing skills (including report writing)
- Ability to read architectural drawings and legal documents

<ul style="list-style-type: none"> • Able to undertake independent research (competitor, market trends, specification etc.) 	
Qualifications and/or professional membership	
Essential	Desirable
	Project Management Qualification

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 Colleague expectation level and therefore you should refer to the Colleague 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.