

# Design Manager

## Development

Overview	
<b>Role Purpose</b>	<p>Provide technical leadership and support to the Development department on architectural design, interior design/specification, landscape design, and other design and technical issues, for NHG's new residential and mixed-use developments.</p> <p>In doing so, contribute to NHG's mission to build and maintain quality affordable homes for our residents, creating diverse and thriving communities.</p> <p>This role sits in the Design, Technical &amp; Sustainability team within the Development department at Notting Hill Genesis (NHG).</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Promoting and driving design quality and value for money in all developments, with a particular focus on resident experience.</li> <li>Reviewing and commenting on architectural design, interior design/specification, and landscape design, to help deliver NHG's objectives.</li> <li>Supporting, guiding, challenging and assisting NHG's internal development project managers and external consultants/contractors on a variety of design issues.</li> <li>Creating, maintaining, and continually improving design guidance and specification documents.</li> <li>Embedding quality management processes to help ensure designs are delivered as intended.</li> <li>Advising on compliance with relevant regulatory and policy requirements, and NHG's own internal design and technical standards.</li> </ul>
<b>Reports to</b>	Head of Design, Technical and Sustainability
<b>Line management</b>	N/A – this role has no line management responsibilities
<b>Tier</b>	5
<b>Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	<p>Work closely with the Development department's project managers, who oversee the delivery of our development projects. This includes project managers in the Land, New Business, Planning, Delivery, Joint Ventures, and Regeneration teams.</p> <p>Co-ordinate and collaborate with colleagues from the immediate Design and Technical team, e.g. specialists in fire/building safety and energy/M&amp;E.</p> <p>Consult and co-ordinate with colleagues representing Development's internal stakeholders and "client" teams – including Sales and Marketing,</p>

	Housing/Leasehold Management, Placemaking and Estate Management, Asset Management, and Commercial Properties.
<b>External</b>	<p>Engage with the Development department's external consultants and contractors/developers, who are responsible for designing our schemes – in particular architects, interior designers, and landscape architects.</p> <p>Engage with industry peers and policy makers where required.</p>

## Role accountabilities

### Design review and optimisation:

- Review and comment on architectural design, interior design/specification, and landscape design produced by design consultants or contractors/developers for each development project:
  - All stages of the development process – feasibility, pre-planning, pre-tender, post-contract.
  - This may be via both desktop document reviews and attendance at meetings/workshops.
- Liaise with project managers, design consultants, and Development's internal clients to help ensure that designs, specifications and strategies meet NHG's requirements and aspirations.
- Identify and communicate design related project risks to project managers, and advise on risk mitigation and avoidance.
- Lead design review meetings for all schemes, including review sessions focusing on specific aspects of design (e.g. unit layouts, interior design/specification, landscaping, commercial premises).
- Work with project managers, their design teams, and Development's internal clients to ensure design review meetings are conducted in an efficient, effective and timely manner.
- Manage and develop the NHG design review process and supporting documentation e.g. agendas.
- Co-ordinate design review activities with other members of the Design, Technical and Sustainability team, e.g. specialists in fire/building safety and energy/M&E.
- Review potential new sites and acquisition opportunities being considered by colleagues in the Land and New Business teams; provide comments on design risks and merits.
- Lead on our work to optimise unit layouts and develop cohesive interior designs, including by supporting and advising project managers and assisting with selection and briefing of suitable design consultants.
- Support and advise project managers on design aspects of value engineering exercises, contractor tender returns and contractor proposals (pre and post contract).
- Support Development's internal clients in highlighting operational, service charge and management risks that might be mitigated through design.

### Design briefs, guides and specifications:

- Support and advise project managers in establishing the brief and vision for projects, to promote clear outcomes on design.

## Role accountabilities

- Produce, maintain, develop and update design guidance and specification documents for use by NHG staff, consultants and contractors.
- Update and develop NHG's standard Employer's Requirements (for design and build contracts) and Purchaser's Requirements (for scheme acquisitions), together with colleagues in the Design, Technical and Sustainability team and others.
- Update and develop NHG's finishes / fit-out specifications for residential and commercial premises, in consultation with Development's internal clients. Research products and liaise with suppliers as necessary to inform this.

### Quality management:

- Develop and embed quality management processes to help achieve design and construction quality, together with colleagues in the Design, Technical and Sustainability team and others.
- Advise project managers on the robustness and suitability of design and specification documentation produced by architects, interior designers and landscape architects for tender and contract purposes, to help secure delivery of design quality and intent post-contract.
- Develop, review, embed and improve NHG's use of "design guardian" consultant roles (client monitoring team) to support the realisation of design quality and compliance post-contract.

### Consultant and contractor relationships:

- Work with the Frameworks & Commercial Manager and other Development colleagues to help ensure consultants are utilised appropriately to achieve NHG's design and technical objectives.
- Support project managers in becoming better clients when working with design consultants and contractors. Provide guidance on setting the brief for the design team and ensuring adherence.
- Build strategic relationships with design consultants – in particular architects, interior designers, and landscape architects.
- Assist project managers with selecting consultants for design and "design guardian" roles on development projects. Including: provide advice and information to aid selection or shortlisting, review and advise on tender documents, and evaluate tender responses.
- Assist the Frameworks & Commercial Manager with collecting, analysing and presenting information about design consultants' capabilities and performance.
- Assist with the assessment of designers' competence for the purpose of CDM Regulations and Building Regulations (in connection with the Building Safety Act).
- Draft, update and/or contribute to standard Schedules of Services for design consultants.
- Assist the Frameworks & Commercial Manager with periodic procurement of the Development department's consultant and contractor frameworks, including evaluation of tender responses.
- Participate in and contribute to relationship-building events with consultants and contractors.

### Advising and assisting colleagues:

- Support colleagues in dealing with design and technical issues by providing advice, answering

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queries, helping with problem-solving, and attending project meetings where appropriate.

- Build capacity and support colleagues in growing their knowledge and skills relating to design – including by delivering or arranging training / CPD sessions.

### Policy and compliance:

- Keep abreast of changes in building regulations, planning policy, funding conditions, industry good practice and innovation, market conditions and trends, etc – in relation to architectural design, interior design, landscape design, and other design and technical issues. Understand/interpret the implications for NHG's development activities. Disseminate important updates or learnings to colleagues, and implement changes as required to Development's procedures and specifications.
- Engage with policy makers on design and technical matters where appropriate. Represent NHG's interests in discussions with policy makers and take opportunities to inform and influence.
- Lead and/or contribute to responses to policy consultations on NHG's behalf.

### Innovation and continual improvement:

- Generally contribute to an agenda of continuous improvement in our business operations and our product, to support NHG's objective of delivering quality homes in great places for our customers.
- Contribute to post-completion evaluations for development projects, and seek out / initiate other opportunities for lessons learned on design and technical topics.
- Identify lessons learned on design and technical topics, from post-completion evaluations, customer satisfaction surveys, sales feedback, third party research, etc. Disseminate learnings to colleagues, and implement changes as required to Development's procedures and specifications.
- Share knowledge on good design with Development colleagues and Development's internal clients.
- Guide the implementation of innovation into real projects and monitor the results, and feed back into procedures and specifications.
- Support and assist with the ongoing digitalisation of NHG's development operations, and improvements to data and information management.

### General

- 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.

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'll need.

Personal Specification	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> <li>• A thorough knowledge and understanding of architectural design in the context of residential and mixed-use development.</li> <li>• Proven experience in property development in a relevant role with an architectural practice (or other relevant consultancy firm), property developer, housebuilder, contractor, housing association, or similar.</li> <li>• A thorough knowledge and understanding of the design and construction process for new developments.</li> <li>• A thorough knowledge and understanding of building regulations and planning policy relevant to the Greater London area.</li> <li>• Awareness of the commercial and business drivers of residential development.</li> <li>• Awareness of contracts and supply chain arrangements in property development and construction.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in affordable housing development.</li> <li>• A thorough knowledge and understanding of interior design and landscaping design in the context of residential and mixed-use development.</li> <li>• Knowledge and understanding of BIM principles, processes and methods relating to design.</li> </ul>
Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Evidence of a customer/resident-focused ethos together with commercial acumen.</li> <li>• Strong analytical and creative problem-solving skills, particularly in relation to architectural design.</li> <li>• Ability to critically review and comment on design and technical proposals.</li> <li>• Excellent communication skills – both written and verbal (including presenting).</li> <li>• Tenacity and ability to influence others using constructive and collaborative methods.</li> <li>• Attention to detail.</li> <li>• Ability to manage a varied workload, prioritise, and deliver to deadlines.</li> <li>• Effective general IT skills, including intermediate MS Office skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven ability to identify shortfalls or opportunities for operational improvement, identify solutions, and then influence and drive adoption of continuous improvement practices.</li> </ul>

Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> <li>A bachelors or masters degree (or equivalent Level 6 or 7 qualification) in a relevant design, property or construction subject (e.g. architecture, building surveying, planning, construction management)</li> </ul>	<ul style="list-style-type: none"> <li>RIBA Part 2 or 3 architectural qualification.</li> </ul>

NHG Values and Behaviours
<p>NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.</p> <p>This role is a <b>MANAGER</b> level and therefore you should refer to the <b>MANAGER</b> behaviours in addition to this role profile. <i>(Note – this role does not have line management responsibilities; the example behaviours for managers should be displayed through engagement and influence with colleagues)</i></p> <p>The full list of NHG Values and Behaviours is available on our external job site page and intranet, Milo.</p>

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