

# Project Manager – Planned Investment



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for our residents

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### What's it all about

Working in our Planned Investment Team, the Project manager will lead on the delivery of cyclical works, retrofit projects, and kitchen/bathroom programmes, ensuring that projects are delivered effectively, there is a high level of effective customer engagement, quality, compliance and performance standards.

### How you'll make a difference

Over the next few years, our planned investment programmes will deliver high-quality upgrades to residents' homes, including modern kitchens, bathrooms, and essential cyclical and retrofit works. These improvements will enhance comfort, safety, and functionality, ensuring homes meet the highest standards.

In this role, you'll make a real difference by delivering quality planned works that improve living conditions and create homes residents can be proud of.

### How you'll do it

- Ensure Kitchen and bathroom, retrofit and/or planned programme objectives are met, by leading a multi-disciplinary project team to deliver agreed outputs. You will be the main point of contact between NHG and the project delivery team.
- Project manage contractors to deliver of a multi-million pound reinvestment programme. This will include ensuring contractors deliver works on time, to a high quality and at a cost that delivers value for money.
- Support our approach to delivering planned works by providing feedback on delivery challenges and providing commercial insights.
- Contract managing contractors and consultant team. This will include monitoring and reporting on KPIs, monthly contact management meetings, attending quarterly core groups and where appropriate performance managing your supplier(s)
- Oversee commercial matters on your portion of the planned investment programme. You will work closely with our third party cost consultants to manage costs. You will also ensure orders are raised, payment certificates are issued and payments are made on time.
- Ensure accurate data. This will include ensuring trackers are up to date with programme data and ensuring information is provided to our planning and data team where appropriate.
- Take responsibility for identifying and managing risks likely to affect delivery. Work with the project team and client advisors to identify solutions initially and/or escalate issues.
- Be responsible for signing off projects at handover and end of defects stage, ensuring all necessary contract requirements are fulfilled, that quality criteria are met, and involving residents as appropriate in ensuring quality of the final works.
- Monitor and review health and safety management using a range of tools such as site H&S inspections, contractor meetings, KPIs, incident reporting data, post inspection of works etc.
- Support the wider planned investment delivery programme with your contract by stepping up when the Senior Project Manager requires you to.
- Support compliance with relevant statutory and regulatory requirements, including understanding of Building Safety Act, Health and Safety compliance within NHG's policies and procedures, and financial regulations.
- Hybrid arrangements - at least three days a week in an office and/or on site. On other days, working from home may be possible, depending on the work 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

You'll demonstrate curiosity, willingness to learn, and a proactive approach to supporting colleagues and residents.

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 **staff** level.

### Essential knowledge, experience and skills including qualifications and professional membership

- Qualification in a relevant discipline – including a construction, project management or retrofit qualification (Level 2, 3 of 5 from Retrofit Academy) and/or membership of a professional body institute such as RICS, CIOB, or APM.
- Project management skills and experience in construction, and ability to ensure projects are delivered to agreed timescales and targets.
- Strong communication and engagement skills – ability to present and engage a range of audiences.
- Ability to analyse and interpret situations from a variety of viewpoints and find creative, workable and timely solutions.
- Effective IT skills – MS Project, Excel, Word etc.
- Experience of planning and organising, managing priorities and risks, and

developing a structured approach to deliver work on time.

- A successful track record of working effectively with colleagues at all levels of an organisation, as well as residents and external partners.
- Experience in managing and working with multi-disciplinary teams of external consultants and building contractors.
- Understanding of contract administration and using various forms of contracts, in particular JCT Design and Build or Measured Term contracts.
- Understanding of, and a commitment to, equality and serving diverse communities, and the ability to apply this in a project role.
- A good understanding, and passion for sustainability, net zero carbon, and the climate crisis in the context of housing.
- This role is subject to a Basic criminal record check (CRB) issued by the disclosure and barring service (DBS).