**What’s it all about**

**Project Officer - Springboard Two**

**Homes Directorate - ReNew Programmes**

The Project Officer Springboard Two (SB2) will report to the Project Lead- Springboard Two, and support both the Project Lead and the Delivery Manager in coordinating and delivering the core objectives of the SB2 Programme. This includes improving residents’ homes to make them warmer, safer, and more comfortable, in alignment with the goals of the Better Homes Corporate Strategy.

This role requires effective collaboration with a wide range of internal and external stakeholders to oversee the selection, assessment, and delivery of referred properties. You will support the team to ensure that each scheme is managed efficiently from initiation through to completion, with a strong focus on delivering a high-quality, resident-centred service in a timely and effective manner.

In addition to core responsibilities, the postholder will also provide flexible support to the wider Renew team as needed, contributing to the overall success and continuous improvement of the Renew programme and the team.

**How you’ll make a difference**

In this role, you’ll play a key part in delivering the Springboard Two (SB2) Programme by coordinating project activities, maintaining accurate records, data, and ensuring clear communication with stakeholders. You will support the smooth and efficient delivery of each scheme under SB2.

Your work will directly impact the quality of life for residents by improving shared and internal areas of their homes, enhancing energy efficiency, and reducing future disruption. By incorporating resident feedback into the scope of works, you’ll help ensure the programme delivers meaningful, lasting value.

Beyond the homes themselves, your contribution will support in-year savings and strengthen NHG’s financial stability thereby making a real difference not only to individuals and families, but to the wider community and organisation.

**How you’ll do it**

* Assist the Project Lead in conducting detailed asset performance analysis to assess viability for inclusion of scheme within the SB2 programme.
* Deliver high-quality customer service across all communication channels, following service standards and addressing diverse customer needs whist making sure deadlines are met.
* Support budget forecasting and expenditure tracking using PAMWIN, and updating internal trackers and systems as required.
* Act as the first point of contact for project-related queries by managing the team inbox, triaging enquiries, coordinating with delivery partners, and supporting the development and distribution of resident communications and letters.
* Coordinate programme meetings, manage meeting logistics and documentation and track actions to support effective project delivery.
* Build and maintain effective working relationships with internal teams and external stakeholders, ensuring high standards of service are consistently delivered.
* Work with colleagues to identify homes in need of sustainability improvements, supporting strategic planning for energy efficiency, flood risk, decarbonisation, and stock enhancement projects.
* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures and working to relevant Health & Safety Practices while on site.
* Hybrid arrangements – work at **least three days a week in an office or in a site-based setting**. On other days, working from home may be possible, depending on the work needed and the interaction required.

**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 • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please. This role is at **staff** level.

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

* Must have strong IT skills including inputting and uploading data accurately competent with Microsoft office, power point and excel.
* Confident approach to problem-solving to ensure matters are swiftly and satisfactorily resolved
* Excellent time management, organisational and forward planning skills
* Proven track record of delivering exceptional Customer Service
* Excellent verbal and written communication and interpersonal skills
* Great attention to detail and a results-driven approach)
* Experience of writing reports and collecting all relevant data and presenting it in a way everyone can understand
* Contractor management skills, especially ability to challenge and motivate
* This role is subject to Basic DBS.