**What’s it all about**

**Delivery Manager**

**Assets & Sustainability >**

**Strategic Asset Management**

Strategic Asset Management is about making the best use of our homes to provide warm, safe, quality housing for our residents to enjoy. It’s about investing the right way, at the right time to deliver great places to live.

Our Renew projects funnel investment into our existing homes which need complex or costly improvements to meet residents’ and our standards – now and in the future. Your job will be to make the vision a reality. Reporting to our Head of Void Improvement, you will manage specialist contractors to deliver upgrades across whole sites and liaise with key stakeholders to ensure success. For each project, you will deliver on time, to budget and escalate risks as needed.

**How you’ll make a difference**

You will deliver ‘whole home’ upgrades through our renewal programmes. Working across entire, often occupied, sites to address historic repairs, cyclical investment, component replacement and sustainability, your completed work will deliver a step change in the quality of home and NHG’s relationship with our residents.

**How you’ll do it**

* Project manage property refurbishment works across multiple multi-home sites at any one time, including occupied homes.
* Manage the appointment and performance of external consultants and building contractors.
* Prepare capital budgets, revenue forecasts, cash flow forecasts, development programmes and other management tools for each site.
* Prepare management reports including financial appraisals, monthly progress reports and cost reports.
* Ensure the works are delivered to the approved specification with minimal defects.
* Liaise with residents to ensure their choices are met and renewed homes meet with their aspirations.
* Work with colleagues to decide and drive delivery issues such as decants, sequencing of works and phasing of complex projects.
* Hybrid arrangements - at **least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.
* Matrix manage colleagues and potentially line manage staff in the future, if the programme expands.

**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

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](https://www.nhg.org.uk/media/luyjjrvl/people-manager-standards-2.pdf).

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

* Experience of managing building projects through to completion/hand over
* Demonstrable experience of budget management using Pamwin or similar
* Customer Service skills including complex stakeholder management
* **Advanced** IT and systems skills including Microsoft office
* This role is subject to a **basic** criminal record check (CRB) issued by the disclosure and barring service (DBS)