

JOB DESCRIPTION

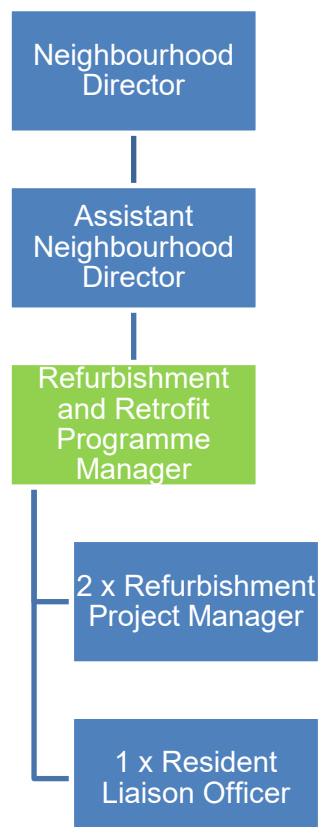
Job Title	Refurbishment and Retrofit Programme Manager
Position Number(s)	N/A
Department	Housing and Social Investment
Section or Service	Lancaster West Neighbourhood Team and Grenfell Housing Services
Grade	Grade I

DESIGNATION:

Responsible to:	Assistant Neighbourhood Director
Employees directly supervised (if applicable):	Up to 3

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



JOB PURPOSE:

1. Take lead responsibility for the successful project management and delivery of a number of high value and complex capital projects within the Grenfell Housing Services portfolio.
2. Ensure GHS capital projects are delivered on time and within budget, representing value for money and meet the expectations of residents.
3. To act as the intelligent client in the delivery of building projects, ensuring best practice construction project management (including associated procurement and contract management) and both successful and efficient delivery leading to high client and resident satisfaction.

1. DESCRIPTION OF DUTIES:

Main Duties and Responsibilities

- Manage high-value and complex projects within the GHS capital programme using project management methodology, acting as the client where appropriate and ensuring project objectives are achieved.
- Responsible for the delivery of named capital building projects within the council's Capital Programme; ensuring effective outcomes, delivery on time, within budget, representing value for money.
- Actively manage allocated budgets ensuring probity adherence and that the council is not put at any financial risk.
- Ensure regular health checks and benchmarking exercises are undertaken.
- Support and assist the development of effective SLA and KPIs to ensure effective performance and efficient service delivery.
- To support and assist the development and implementation of strategies that safeguards the Council against contractual and commercial risk.
- To support and assist with the identification, development and implementation of new policies, processes and procedures, including rationalisation of legacy policies and procedures.
- Ensure each project is financially resourced and has clearly defined objectives, aims and outcomes, ensuring project milestones are carefully planned to reduce clashes /conflict.
- Participate in the development of the council's capital programme and prepare supporting business cases.

- To employ Prince2 methodology and/or Agile and Lean principles, using project management techniques and processes as required ensuring that a consistent approach is adopted by the department's capital project team.
- Use appropriate financial management techniques and processes as required, delivering effective cost management and ensuring a consistent financial management approach across all allocated projects.
- Monitor contract variation orders from a cost perspective and participate in value engineering meetings when appropriate.
- Responsible for the production of regular and reliable budget monitoring documentation, including monthly updates, on each allocated project where appropriate, including yearend closing information.
- Establish project boards where appropriate, providing information on progress being achieved and resolutions made to address adverse outcomes.
- Write and ensure Key Decisions and all other project reports and updates are prepared to standards expected, as and when required.
- Evaluate requests for payments and certify payments to contractors and consultants.
- Ensure statutory requirements, standing orders, financial regulations and other relevant requirements are allowed for and adhered to in the course of the developmental processes.
- Establish systems to ensure effective and consistent communication with all relevant parties, at each stage of a project, to ensure strong relationships across the council, with external government departments and consultants at any project stage.
- Support internal consultation and processes so that all those taking part are aware of the statutory requirements and objectives relating to capital build.
- Select and manage external consultants for allocated projects. Monitor the performance of consultants throughout project life.
- Work to procure external service providers (who will provide construction project management and related consultancy services), contractors and other specialist professional advice, following construction best value guidelines.
- Ensure an integrated approach to service delivery is maintained in line with overall council and departmental strategy and plans.
- Ensure best practice is maintained in relation to project management, customer and supplier relationship management and contract management (including performance management).
- Maintain an overall view of asset management activity to ensure appropriate solutions/advice and that the required levels of service delivery and assurance of supply/fulfilment are successfully achieved.

- Develop thorough building works project briefs based on full client and associated stakeholder requirements (which are constructively challenged where required) and provide full clear instructions to suppliers.
- Ensure client and stakeholder signoff at key points during building works projects in line with agreed council project methodology.
- Ensure value, sustainability, functionality, service, innovation and benefits are assessed and realised for all building projects.
- Ensure specifications developed for any contract or legal documents associated with building projects accurately reflect full requirements.
- Manage supplier's project performance against agreed programme, cost, quality and safety criteria, providing prompt advice to any reoccurring or unresolved supplier performance issues.
- Manage and support suppliers to ensure delivery and performance standards are met, including adequate project supervision and administration (e.g. timely receipt of quality monthly reporting and project control documentation; and quality assurance) and where there are any issues remedial action is promptly implemented.
- Ensure providers strictly follow health and safety regulations and that any practices safeguard the Council against contractual and commercial risk.
- Ensure adequate planning and the requisite monitoring and evaluation of project management related activities e.g. design procurement, risk management, quality and change control, client satisfaction etc.
- Manage the audit and monitoring of supplier project delivery (in line with Codes of Practice e.g. Asbestos, Health and Safety legislation, Financial Regulations, Building Regulations and other relevant legislation) and provide prompt and regular feedback on performance; developing remedial plans where required.
- Ensure complete record keeping (including keeping appropriate database/s updated directly or indirectly) for all building projects and maintain a systematic approach to information and data management, in line with department, council and statutory requirements (e.g. legal, audit).
- Ensure all business impacts arising from the projects are identified and tracked and that maximum benefit is gained from all changes implemented (as agreed with clients).
- Be responsible and accountable for timely technical advice and support (i.e. surveying/engineering), collaboration, communication and co-ordination of project related activities with business unit representatives, consulting agents, contractors, other team members, Council management and Members.
- Effectively and promptly deal with any requests, risks, issues and complaints raised by clients or suppliers, escalating where required.

- Review all technical reports during the course of the building project, undertaking required investigations, giving prompt feedback and advice (e.g. cost neutral solutions); also seeking legal or other specialist advice where required.
- Review and approve all supplier reports prior to further circulation including those required by any boards, committees (funding approval, tender reports etc).
- Prepare defence to any claims made against the council and where the legal team is involved assist them with clarification or collation of any required information.
- Manage and attend key building works project related meetings with clients, stakeholders and project teams; and attendance and participation at project progress/board and any other departmental meetings as required.
- Contribute to the development and implementation of new policies, processes and procedures, including rationalisation of legacy policies etc.
- Financial controls – ensure all project expenditure commitments, (orders, contracts, budgets etc) and all valuations, certificates and payments are promptly and properly authorised, controlled and monitored.
- Ensure all aspects of regulatory compliance and probity are adhered to in regard to the council's codes (e.g. Procurement Code) and external requirements such as OJEU procedures.
- Manage customer expectations effectively during the course of day to day business and undertake customer satisfaction surveys as required (post project completion etc).
- Establish and maintain ongoing and effective relationships with customers, suppliers, teams and stakeholders across RBKC
- Actively develop, participate and contribute to any required property asset management related activities.
- Ensure effective co-ordination and prioritisation of the efficient delivery of the Council's strategic objectives.
- To support and assist in developing an efficient and effective capital works supply chain to deliver Value for Money, quality of service and overall operate efficiently.
- Work closely with and regularly collaborate with peers and senior management to ensure a fully integrated approach is achieved and maintained.
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- Provide 'best practice' input and support to the range of building projects within the council's Capital Programme.
- Manage a range of internal and external stakeholders in the planning and delivery of capital projects.
- To ensure contract adherence, delivery against contract specifications and overall supplier delivery efficiency via audits and close monitoring.

- To ensure clients understand and consultants work to the agreed council project methodology.
- To ensure quality architectural, engineering and surveying advice is provided and in addition compliance with regulatory and statutory regulations and requirements.
- All staff are expected to carry out their job in compliance with the Councils Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

3. DIMENSIONS:

Quote figures which give a picture of the job as follows:

(a) Annual budgetary amounts with which the job is either directly or indirectly concerned

£40m of capital works, spread over four years.

(b) Any other statistics relating to the work

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Senior Project Manager (Refurbishment and Decarbonisation)
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications: Essential: • Property Qualification - Property Related Degree • Qualifications related to the role Property Related e.g. Qualified Chartered Surveyor or engineer • Member of a related Property based Professional Body Membership • Building Surveyor or Chartered Architect or Chartered Structural, Civil or Mechanical Engineer, CIPFA, BIFM etc • Recognised project management and/or programme management qualification • experience in this area Either APM, MSP, PRINCE2 or at least significant experience in this area
C	Knowledge & Experience: • High level of political, organisational awareness • Problem Solver – ability to identify and resolve issues with speed • Personable – able to build trusting relationships fast • Results focused - focused on proactively delivering value that will directly lead to achievement of business results

- Customer driven - understands the customer needs that will support delivery of the business strategy and implements these where appropriate
- Team Work – demonstrates commitment to team work and creates value not only for self but for others. Focuses on the overall objectives of the team to continuously improve
- Self developer -invests time in their own development and encourages others
- Effective networker
- Significant relevant experience in a relevant Property discipline.
- Significant relevant experience in construction project management and
- Customer and Supplier relationship management
- Proven track record in dealing effectively with property solutions
- Proven track record in dealing with external agents and consultants
- Experience in working on own initiative, and as an effective team member
- A track record of ensuring agents deliver successfully including completion of tasks and projects within agreed timeframes, budget and to quality standards
- Reasonable knowledge of procurement legislation, supplier and contract management (in relation to building project delivery)
- Experience in undertaking construction procurement related activities preferably in a local authority
- Advanced level and demonstrable knowledge of project methodology and programme management
- Advanced knowledge and demonstrable experience of overseeing delivery of multiple projects at any one time
- Professional knowledge of the construction industry, construction methods service installations and industry standards.
- Advanced level and demonstrable knowledge of building project change management and risk management
- Advanced knowledge of corporate, industry and professional standards in project management.
- Proven track record of working in a environment where customer needs are variable & the ability to assess opportunities at speed is crucial
- Knowledge of EU Procurement Law
- Experience communicating at any level across an organisation including but not limited to colleagues, senior management, chief officers, councillors, client representatives, consultants and contractors
- Understanding of the principles of effective performance management
- Demonstrates flexibility and embraces change
- Strong project and programme management skills.
- Advanced level of communication skills - verbal, written and listening skills
- Advanced numeracy skills
- A high level of problem solving ability
- Ability to deal well with colleagues, staff, chief officers, councillors, client representatives, consultants and contractors
- Good financial management skills and understanding of best value, sustainability and whole life costing
- Excellent inter-personal skills, with the ability to listen and really grasp what a client or customer wants and to be able to deliver appropriate and innovative solutions
- An ability to work effectively within multi-disciplinary teams
- Risk Management, quality assurance and change control skills.

	• Advanced computer skills including but not limited to proficient use of databases (including asset management, finance and procurement), MS Office (Outlook, Word, Excel, PowerPoint, Access, MS Project etc) • Strong presentation skills and reporting skills including cabinet reports, business cases etc • Good facilitation and negotiation skills • Strong analytical and decision making skills
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

INTEGRITY

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F	• We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.