

Job Description

Job title	Project Manager – Major Works
Profession	Property Maintenance & Technical Assurance
Band	D
Directorate	CCO (Customer)
Accountable to	Senior Manager – Major Works Projects

Job Purpose:

The role will manage day to day delivery of a number of high value construction projects, ensuring that project milestones are met, and all works are undertaken in a competent and safe manner with our customers at the centre of everything we do. Ensure that SNG meets its commitments, monitors its performance and evidences its delivery relating to all its regulatory and legislative obligations, ensuring that all elements will be managed and controlled within agreed budgets.

The role will project manage the delivery of several major construction projects required to upgrade existing properties within the SNG portfolio. The delivery will be through a mixture of main contractors and will also use external consultants to assist with some elements of monitoring and compliance. Ensure that all works are undertaken in a competent and safe manner and ensure that SNG meets its commitments, monitors performance and evidences its delivery relating to all its Regulatory and legislative obligations whilst remaining within agreed budgets.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Senior Manager – Major Works Projects, this role will have some autonomy to influence the scope and procurement of contracts, set delivery performance targets, and influence how work gets done. It is critical to ensure achievement of the customer, operational and financial goals, and maximise regulatory, legislative and industry best practice.

Key Accountabilities:

- Responsible for making sure projects are delivered to budget and overseeing the day-to-day operation, include raising PO and GRN.
- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Responsible for data related to the property domain as set out in SNG's data landscape.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns for consideration and/or investigation.
- Develop and maintain clear project plans for all projects, ensuring a full suite of associated documents and a clear audit trail to evidence progress, stakeholder updates and identified accountabilities.
- As directed by the Senior Manager – Major Works Projects, understand and maintain clear contractor performance measures, ensuring regular meetings and progress reviews are completed and any performance issues are appropriately flagged and addressed.

- Deliver on operational elements of specialised projects and compliance delivery across SNG's localities both residential and non-residential portfolio.
- Accountable for the delivery of projects to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money.
- Set and maintain high levels of safe working practices across all areas of property maintenance and improvement services in line with health and safety legislation and construction (design and management) regulations.
- Responsible for all aspects of project delivery and performance to ensure that SNG's property assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents.
- Ensure a detailed local knowledge of asset condition and future investment needs is fully embedded and maintained across service delivery teams.
- Required to work with the Senior Manager – Major Works Projects to accurately forecast month on month out-turn and proactively engaging with 'deep-dive' reviews to articulate variances and actions to be taken to mitigate variances from forecast.
- Maintain an up-to-date knowledge and awareness of technical, statutory, regulatory and legislative requirements, standards and best practice in relation to delivery of projects.
- Ensure all resources/contractors delivering specialised projects services, including suppliers, are effectively deployed to maximise productivity and focus on delivery of great property maintenance and improvement services which target customer expectations.
- Responsible to drive business effectiveness, creative and innovative solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.
- Set and maintain high levels of safe working practices across all property maintenance and improvement services.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG's corporate objectives.
- Work collaboratively with cross functional locality leaders to deliver 'localities' performance and the corporate plan objectives, ensuring key projects and activities are achieved in a timely and cost-effective way delivering the agreed business outcomes and benefits.
- Prepare and submit reports to the relevant management groups as required to seek approval or for information.
- Deputise for the Senior Manager – Major Works Projects where necessary.
- Ensure oversight of relevant data, processes, policies, and resources to ensure that the projects progress in a professional and responsive manner.
- Implement SNG's corporate plan and objectives within it.
- Be visible and present within the team, demonstrating professionalism and confidence, always holding self and others to account.
- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience and knowledge of managing construction projects and contractors with a high knowledge of building pathology and regulations.
- Ability to track and forecast income and expenditure against relevant budgets and provide accurate reports on progress.
- Able to analyse business information and formulate metrics that deliver permanent or consolidated progress.
- Ability to inspire, support and develop others to optimise performance.
- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Strong people skills, effective communicator with ability to influence and challenge.
- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by specialised contractors.
- Ability to communicate responsibilities to data users and assure the proper use of data within the Building Safety and Compliance Data domain.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- Track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Excellent communication and interpersonal skills.
- Ability to validate and impact assess, to escalate data issues as required.

Desirable

- Experience of managing a multi-disciplinary Specialised Project contractors in a large and complex Housing Association

- Demonstratable knowledge of programme development and performance improvement in a social housing environment.
- Prince2 or equivalent project management qualifications.
- Ability to promote an organisation at a regional and national level in maintenance forums to raise the profile of the business.
- Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.
- Proficient use of Microsoft office suite with Intermediate or advanced Excel skills.
- Experience in repairs IT systems such as Uniclass/URM, DRS and Keystone.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date DD/MM/YYYY
1.0	1434	Peter Bailey	10.2022	
2.0	4743	Rebranded/ Richard Ward	05/2025	