JOB DESCRIPTION

Job Title	Programme Delivery Lead
Position Number(s)	HMG141
Department	Housing Management
Section or Service	Property Services, LWNT
Salary	£43,300 - £58,500
Hours	36

DESIGNATION:

Responsible to:	Head of Property Services, Lancaster West Neighbourhood Team
Employees directly supervised *(if applicable)***:**	1 x Resident Liaison Officer 1 x Refurbishment Project Officer 1 x Project Officer

1. JOB PURPOSE:

To plan, procure and deliver asset investment and cyclical programmes of works as part of the Lancaster West Neighbourhood Team.

Ensure property repair and refurbishment programmes are co-designed with residents and delivered at agreed quality, budgets and resident satisfaction through effective project management methodology.

To manage and monitor progress of works against KPI targets, recommending and implementing corrective action where necessary, to deliver excellent outcomes for residents.

2. DESCRIPTION OF DUTIES:

- Assist in the preparation of asset investment planning to determine scope of the programme of works and budgets.
- To manage the operational delivery of the works from inception to final accounts in line with all organisational and statutory requirements including Financial Standing Orders, Contact Regulations, EU Procurement, Health and Safety and Statutory compliance.
- Lead on the scoping and procurement of projects ensuring effective resident engagement and inter-departmental consultation and in line with all organisational and statutory requirements.
- Work effectively with a range of stakeholders to establish and lead multi-disciplinary project teams to deliver the project to time, budget and resident satisfaction.

- Analyse and make recommendations on consultant/contractor design options, feasibility reports and proposals to ensure they meet the project objectives, organisational requirements and demonstrate value for money.
- Ascertain project requirements and brief consultants accordingly ensuring compliance with all business requirements, performance and quality standards. Undertake site visits to agree or validate necessity and accuracy of contractor and consultant work proposals/schedules.
- Undertake sample works-in-progress checks on allocated packages of work with regard to quality of work and customer satisfaction.
- Work with residents and resident associations to promote and facilitate resident communication and engagement on projects managed.
- Ensure all relevant information from contractors and consultants is obtained to enable efficient and effective progression of S20 leasehold consultation including supporting the Home Ownership team with dealing with resultant enquiries.
- Assist with regular checks on contractors' valuations and determine final accounts.
- Monitoring, controlling and reporting of KPIs on individual projects and budgets to agreed timescales, standards and satisfaction.
- Ensure that all information systems are appropriately maintained and updated so that relevant information is kept up-to-date.
- Work collaboratively with colleagues across the organisation and the Council to ensure effective service provision and achievement of corporate objectives, including contributing to business and service planning, risk management and business continuity.
- Ensure that organisational expectations in relation to complaints handling, resident engagement and equality and diversity are met.
- Undertake other duties relevant to the nature, scope and level of the role as requested, including attending evening and weekend meetings.

I agree to the above job description

Post Holder……………………………………………………………	**Date**…………………….

Director / Chief Officer…………………………………………………	**Date**…………………….

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Programme Delivery Lead

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. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership 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:** • Relevant professional qualification at degree level or qualified by suitable experience **Desirable:** • Qualification in project management (e.g. APM, PRINCE2, Agile, Lean SixSigma or equivalent)
C	**Knowledge & Experience:** • Experience of working with residents or citizens to shape improvement priorities • Understanding of the importance of user-centred design to meet the needs and expectations of a diverse community • Experience of contract management and procurement in property or public service environment • Operational experience within public sector housing or similar environment carrying out major works schemes • Experience of working with leaseholders and residents and agreeing work scope and supporting data to enable leasehold consultation to take place • Experience of managing budgets for individual projects and annual programmes of work

- Experience of modern contracting and SMART procurement, and implementing the contractual arrangements supporting this
- Demonstrate a track record of successful project/programme delivery
- Good analytical skills with the ability to work with figures and statistics, consider options appraisals and make informed decisions
- Ability to prepare design briefs, specifications, tender documents and contracts
- Ability to demonstrate effective presentation skills in internal and external meetings
- Strong communication skills with the ability to communicate effectively with a range of people
- Track record of innovation and problem solving skills
- Effective planning and organisational skills
- Ability to negotiate and influence to deliver excellent outcomes
- Ability to lead and motivate multi-disciplinary teams both under and not under direct management control
- Strong IT skills (Excel, Project, Visio)
- Experience of risk management and mitigation

	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.

F	**INTEGRITY**
	• **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.