



JOB PROFILE

Job Title:	Project Manager
Reports To:	Senior Project Manager
Responsible for:	Managing project resources (no direct reports)
Grade / Salary:	Competitive
Contract type	Permanent
Location	Flexible with business related travel, as required
Date	March 2021

Role Context & Purpose

PfP Group has four key Business Plan priorities:

- to create more affordable housing;
- to improve the quality of the assets we own;
- to improve the quality of the services we provide; and,
- to make a difference for our communities.

Effective project planning and delivery is essential to delivering these priorities and ensuring that we deliver best-in-class customer experience, and increase our efficiency, effectiveness, and productivity.

The Strategic Delivery Office function has a critical role to play in this and makes an important contribution to the Group's overall success. We partner with the business functions to proactively plan projects, deliver innovative solutions and create platforms that allow the Group to flex and operate in an environment in which the pace of change is accelerating faster than ever before. We are here to enable the Group to meet and exceed its strategic objectives, at the same time as ensuring our people are a priority.

The affordable housing sector is changing faster than ever before. Fire and building safety, energy efficiency and carbon net-zero, alongside the Social Housing White paper and the UK's ageing population are just some of the complex challenges facing HAs. At Places for People we are developing a strategic and co-ordinated response to these issues and need an effective Project Manager to help drive forward the associated individual projects that will help us achieve our aims. If you have knowledge of and interest in these and other affordable housing issues.

The purpose of the **Project Manager** is to manage the delivery of projects which meet the requirements of the business and deliver value, ensuring suitable governance and documentation is in place to fully scope, plan and monitor project delivery. This role is accountable for managing the delivery of multiple projects including ensuring that they are correctly specified, delivered on time, meet business & technical requirements and are within the agreed budget.

Projects will be resourced using a combination of internal and external resources and so third parties may also need to be managed.

Key deliverables include, but are not limited to:

- Preparation of project delivery plans to include resource planning and dependency management
- Ongoing management of governance documentation for all projects under management including risk and issue registers and actions logs
- Comprehensive stakeholder management/communication plans

Role Specific Responsibilities

Strategy and Planning

- Contribute to the delivery of the group strategy for the short- and long-term that enables the effective delivery of projects in line with the Group's current and future requirements.
- Ensure that the project team's objectives are aligned with the Group's People First strategy.
- Proactively use data and key performance reports to contribute to the continuous improvement of project processes

Operational Management

- Create and maintain project design and management documentation in collaboration with the business, ensuring a signed acceptance of scope of works for all projects.
- Create and maintain project and budget, forecasting and timeline tracking tools.
- Manage budgets effectively and in accordance with financial and resource plans, driving costs down and value for money up, where appropriate.
- Capture and manage Risks, Assumptions, Issues and Dependencies.
- Ensure all planned projects meet prescribed quality steps.
- Manage on-going relationships and activities with suppliers.

Supporting Others

- Co-ordinate and oversee the work of other team members and / or stakeholders, as required, to ensure successful project delivery. Ensure that colleagues understand their roles and accept their responsibilities in line with agreed governance processes.
- Develop clear project plans and objectives, review and monitor progress against delivery and provide feedback, coaching and support to individuals and teams, where appropriate. Respond to any emerging issues quickly and robustly, as required.
- Ensure that team members have the training, knowledge, skills, and support required to deliver projects and / or their responsibilities effectively.

General Responsibilities

- Be a pro-active, effective, and supportive team member with a 'can do' attitude.
- Champion the Places for People brand and ensure that our SPIRIT values are embedded in everything that we do.
- Take a lead role in driving a culture of delivery, innovation, continuous improvement, shared responsibility, and individual accountability. Ensure the primary focus of day-to-day project delivery is the provision of an excellent Customer experience.

- Maintain a cost-conscious and efficient approach when undertaking all aspects of the role to manage resources effectively, optimize performance and contribute to the future success of Places for People and project teams.
- Comply with appropriate legislation and policy in respect of confidentiality, information governance and security and GDPR.
- Participate in objective/goal setting and review/appraisal of your own performance and personal development planning.
- Participate in mandatory and other training and development opportunities supporting a culture of continuous professional, personal and team development.
- Contribute to a healthy and safe working environment ensuring awareness of individual responsibilities and compliance with Health and Safety policies and procedures at all times.
- Promote equality of opportunity and diversity ensuring an inclusive and supportive work environment.
- Any other duties commensurate with the grade and level of responsibility for which the post holder has the necessary experience and/or training.

This job description is intended as a general guide to the duties attached to the post. It may therefore be altered from time to time, in consultation with the post holder, to reflect the changing needs of Places for People.

Qualifications, Knowledge and Experience

Required

- Substantial experience of leading and supporting the end-to-end project lifecycle process and successful delivery of business-critical projects
- Experience of managing multiple internal & external stakeholders including 3rd party suppliers, vendors and contractors
- Experience of undertaking accurate and effective cost benefit analysis
- Experience of managing budgets and resources efficiently and effectively
- Appropriate professional accreditations (PRINCE2) (Agile PM) (Scrum Master)
- Experience in using Microsoft products including Teams, Excel, Powerpoint, MS Project, Visio,
- Knowledge of and / or a natural curiosity for technology

Beneficial

- Housing sector or Asset Management experience.
- Demonstrable experience of gathering, analysing, and translating complex business requirements into business-friendly language and solution designs
- Experience of working in blue chip or large, complex organisations and / or of incorporating acquired or merged companies into a single estate.
- Experience of working with property/asset management, CRM or scheduling applications
- Full current UK driving license

Skills

Required

- Ability to see the big picture, think strategically and translate concepts into tangible results which deliver value for the business
- Strong leadership skills, including project, financial, change and risk management.
- Ability to grasp situations quickly and set priorities, objectives, and strategies.
- Customer focused with strong customer service / care skills
- Excellent stakeholder management and engagement skills with the ability to building and maintain strong and collaborative relationships with the business and other key stakeholders
- Strong interpersonal, communication, report writing and presentation skills with the ability to adapt style to suit the needs of the recipient / audience
- Ability to chair meetings and discussions and to listen, challenge and question in a constructive manner
- Strong project management, schedule planning and governance skills, ensuring that all stakeholders are clear of what is expected of them and when.
- Critical thinker with strong research and analytical skills and the ability to deconstruct problems, understand business needs and propose pragmatic technological /operational solutions.
- Ability to work in a fast paced, complex, and dynamic team environment, prioritise workload and manage competing demands

Behavioral Competencies

- Goal orientated and very delivery focused.
- Decisive and courageous to be able to make difficult decisions.
- Communicative and open to new ideas and change.
- Determined, resilient and able to work and deliver under pressure.
- Organised, methodical and pragmatic.
- Builds trust and demonstrates integrity in all circumstances.
- Always strives to do the "right thing" and not the "easy thing".
- Demonstrates excellent attention to detail.
- Commitment to continuous professional development

Working Relationships

- Managers and Staff within all Group companies.
- Senior Management and Executive members of the group.
- Group Procurement & IT
- Strategic partners and vendors

Line Manager:
Senior Project Manager

Employee:
Project Manager