

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Planned Works Project Manager (PN: 16272)	Range 6	<p>See Job Profile for full duties. Main duties include:</p> <p>To manage the delivery of all aspects of the HRA's capital planned work programme and ensure that programme performance is adequately reported</p>	<u>Requirements at this level:</u>	<u>Requirements at this level in addition to level 6A:</u>	<u>Requirements at this level in addition to level 6A and 6B:</u>
			<u>Qualifications</u> <ul style="list-style-type: none"> Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ building surveying Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix 	<u>Qualifications</u> <ul style="list-style-type: none"> Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual Completion of role specific training as identified in the HRA Property Services training matrix Continuing Professional Development (CPD) 	<u>Qualifications</u> <ul style="list-style-type: none"> Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual RICS, CIOB or CIH accreditation/professional body membership
			<u>Knowledge</u> <ul style="list-style-type: none"> Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment Knowledge of Section 20 and leaseholder charges Knowledge of how to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences Knowledge of Building Regs and other applicable legislation Knowledge of landlords' compliance responsibilities and working with contractors delivering these services Knowledge of how planned works projects and programmes are delivered 	<u>Knowledge</u> <ul style="list-style-type: none"> Knowledge of how to apply practical/procedural/organisational/policy knowledge in this specialist area and can turn theory into practical solutions Knowledge of how to take responsibility for line managing others, providing direction, monitoring progress, and empowering them to achieve objectives Knowledge of how planned works programmes/projects run from inception to completion An understanding of the One Medway Council Plan Understanding of budgets and Council's computer-based finance systems (or similar) 	<u>Knowledge</u> <ul style="list-style-type: none"> Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC...etc) Ability to analyse and interpret complex information and situations Knowledge and understanding of the problems faced by households in housing needs and those from disadvantaged groups Knowledge and understanding of procurement processes

			<p><u>Experience</u></p> <ul style="list-style-type: none"> • A minimum of 3 years’ experience working with in a social housing property services environment • Experience of dealing with customer enquiries and responding to complaints • Experience of hitting tight deadlines • Experience of completing Housing admin tasks • Experience of applying the value for money principles and practices • Experience of being accountable for expenditures of up to £25000 from an agreed budget or income, with supervision • Experience of delivering a variety of traditional housing planned works programmes and projects • Extensive experience of managing maintenance contracts including charring meetings • Experience of monitoring the performance of contractors and liaising with them 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • 4-7 years’ experience working with in a social housing property services environment • Experience of driving service improvements across key front line customer services, ideally within a social housing field • Extensive experience of dealing with customer enquiries and responding to complaints • Experience of effectively managing a diverse workload 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • 8+ years’ experience working with in a social housing property services environment • Experience of creating, implementing and reviewing Capital and planned works related specifications • Experience of being accountable for considerable expenditures of up to £50,000 from an agreed budget or income. This may include setting and monitoring of budgets and ensuring effective spend of budgeted sums • Experience of procuring contractors for planned works projects
			<p><u>Skills</u></p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Office applications, including TEAMS • Full valid driving licence for use in the UK and access to own transport for work purposes • Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands • Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way • Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working • Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders • Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way • Ability to monitor and maintain a budget to ensure it remains within budget limits • Ability to deliver major planned works programmes of work on time and to budget • Ability to spend all or most of the working day on being alerted to risks or checking of documents or equivalent • Able to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands • Ability to work independently outside of procedures, making decisions without referring to a supervisor/line manager, where necessary 	<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary • Able to write reports, briefing notes and papers relating to planned works performance • Able to put together specifications, tenders document and works packages for planned works project procurement • Ability to carry out tasks which have considerable direct impact on the safety and well-being of individuals or groups of people, providing guidance on internal procedures, and interpreting policies and procedures • Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach