

Job Description

Job title	PLANNED WORKS PROJECT MANAGER
Directorate	PLACE : Regeneration, Culture and Environment
Division	PROPERTY SERVICES
Range	MPR 6
Reports to	PROPERTY SERVICES OPERATIONS MANAGER

Main purpose of the job:

To manage the delivery of all aspects of the HRA's capital planned work programme and ensure that programme performance is adequately reported

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- To provide technical advice across Property Services and all Housing Staff as required in relation to planned maintenance.
- To manage a range of planned maintenance contractors and ensure the delivery of a quality housing maintenance service, developing partnered principles as appropriate.
- To work closely with contractors and monitor the quality and quantity of work undertaken, always ensuring contract compliance (including a range of specialist contracts). To utilise specialist computer software to comprehensively administer works' orders.
- To work closely with the HRA Planned works surveyor to ensure that pre and post inspection of planned works are carried out to target, chasing work and authorising works to agreed levels.
- To ensure that quotes for non-Schedule of Rate works are obtained in line with council procedures. To review capital works specifications periodically, ensuring that service delivery remains current and in keeping with the sector.
- To create specifications for planned works projects and to assist with the procurement of contract and/or services.

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- To process and administer planned works invoices, certificates, or any other planned works payments.
- To work with the Asset Management Team to ensure the asset management data base is up to date.
- To assist with the compilation of planned works programmes as and when required.
- To assist with section 20 process as and when required.
- Work to ensure that the Council's Housing Stock is effectively maintained, and that the Council meets its statutory obligations in undertaking planned works to mitigate the council from any dis-repair liability.
- Have day-to-day management responsibility for the contracts and/or SLA's in place with the HRA's planned works contractor(s), ensuring that the HRA's planned works programmes are being successfully delivered on time, to budget and to the right standard.
- Day to day monitoring of planned and capital works budgets. To assist with and ensure that planned works quarterly budget monitoring is completed accurately and inputted to Integra accordingly.
- Take a lead role for arranging decants or temporary re-housing with the Housing Management Team whilst major works are undertaken.
- Monitor and manage the no access procedure for planned and capital works and to liaise with the contractors and HRA RLO's accordingly.
- To ensure that the team fully understand the Schedule of Rates and responsive repairs contract and that this is effectively administered and managed.
- Take lead role for on investigating customer complaints and member enquiries appropriately and within in agreed published timescales for planned works.
- Attend residents' meetings as required.
- Ensure compliance with the council's policies and procedures, including equal opportunities, health & safety and customer policies and statutory and regulatory requirements.
- Represent Housing Services at meetings with contractors, consultants, internal teams and services and external peers as and when required.
- To be responsible for the day-to-day operational management of planned works in terms of contract and performance management. Ensure the service is delivered to the highest possible level of standard to tenants and leaseholders, developing partnered principles as appropriate.
- Assist, as necessary, with the preparation, in consultation with budget managers, the monthly monitoring returns for Capital, Planned and Revenue budgets ensuring these are recorded accurately and liaise with the Managers to achieve this.

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- To participate in Tenant Participation initiatives in those instances when housing maintenance and improvement is pertinent and to maintain a high profile with residents' groups in a leadership role.
- To manage project retention post completion.
- Ensure that all the necessary documentation (O&M, H&S, CPP's, warranties...etc) for planned works are received, accurate, administered, saved and that the applicable housing management systems are updated accordingly.
- To ensure that the planned works monitoring sheet is operating correctly, that the necessary people have the required access and to ensure that it is being updated frequently.
- To oversee, manage and administer any adaptation work to the HRA's Housing stock
- Undertake ad-hoc quality inspections on major planned work projects.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the PROPERTY SERVICES OPERATIONS MANAGER.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to A-level or equivalent level 3 CIH/NVQ or equivalent qualification.
- A Building Surveying related qualification
- Completion of HRA Mandatory training course as detailed on the HRA Training Matrix

Level B (in addition to level A criteria)

- Continuing Professional Development (CPD)
- Working towards a professional qualification relevant to the role such as a CIH Level 4, HNC...etc
- Completion of role specific training as identified in the HRA Property Services training matrix.

Level C (in addition to levels A and B)

- Relevant academic, professional or management qualification (CIH – HNC level) in relation to Repairs and Maintenance within a Social Housing Environment.
- Professional body membership

Knowledge

Level A

- Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment
- Knowledge of Section 20 and leaseholder charges
- 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.

Level B (in addition to level A criteria)

- Knowledge of how to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions
- Knowledge of how to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.

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- Knowledge of how to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.
- 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.

Level C (in addition to levels A and B)

- Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC...etc)
- Ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach
- Knowledge and understanding of the problems faced by households in housing needs and those from disadvantaged groups.

Experience

Level A

- A minimum of 3 years' experience working with in a social housing property services environment
- 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 tradition housing planned works programmes and projects
- Extensive experience of managing maintenance contracts including chairing meetings
- Experience of monitoring the performance of contractors and liaising with contractors

Level B (in addition to level A criteria)

- 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.
- Experience of hitting tight deadlines

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Level C (in addition to levels A and B)

- 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 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.
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Skills

Level A

- 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 use 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

Level B (in addition to level A criteria)

- 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
- Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way
- 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 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 spent 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.

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Level C (in addition to levels A and B)

- Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary
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- 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.