

JOB DESCRIPTION



JOB TITLE: Project Manager – Planned Works

REPORTS TO: Senior Project Manager – Planned Works

RESPONSIBLE FOR: No direct line management responsibility

Who are Accent?

We own around 20,000 houses across the North, East and South of the country. They are home to over 35,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As a Project Manager, a summary of your role involves:

- To ensure budgets are set and managed within your dedicated region, to ensure Accent achieves value for money in its project management and reinvestment activity.
- Work with the Asset Delivery Team to deliver a 5,10- and 30-year budget forecast, with ability to challenge the norm, identifying new working construction methods
- Carry out EPC and Stock condition surveys as required, identify properties for whole house refit projects
- Ensure all projects are planned and managed from pre-start meetings and project stages are undertaken from inception to completion of all projects and performance targets are known before the start of each project to ensure measures of contractor performance are in place.
- To undertake site, NHER and Housing Health and Safety Rating System (HHSRS) surveys, propose design solutions, and administrate Leaseholder and Party Wall Act consultations.
- Work with external supply chain partners to ensure scopes of work and estimates are available to be submitted in support of the Accent budget approval process.
- Ensure all projects are undertaken to accord with Accent cost, time, quality expectations and seek to ensure performance which consistently meets



Accent requirements. Collate and issue 'Pre-Construction Information' packs to the successful suppliers, in accordance with CDM regulations.

- Plan, coordinate and manage all works having due regard to Accent contractual obligations and administer such work in a spirit of mutual co-operation and trust.
- Ensure all works are undertaken to accord with Accent statutory obligations including, but not limited to, the CDM Regulations 2015.
- Chair and record contractor progress meetings.
- Collate KPI information for planned works and provide details of same to the Data Manager, monthly.
- Review and respond to contractors' applications for payment for individual, planned work projects, in accordance with contract conditions, and variations are identified and managed with the contractor
- Ensure data for all completed works is recorded and available for upload into Accent asset management software and to oversee the periodic transfer and storage of such data.
- Implement, review and amend planned work specifications to seek to continually improve efficiency and value and to enable the re-procurement of planned maintenance services as may be reasonably required.
- Resolve any areas of conflict between Accent and external suppliers.
- Engage with residents to seek their views on work programmes, quality of materials and use feedback to ensure continual improvement and high levels of customer satisfaction.
- Assist other regions in the planning and delivery of programmes when necessary or requested by the Planned Maintenance Manager

Outcomes Sought:

- Project milestones continually monitored, reviewed at site progress meetings with performance issues identified and resolved.
- Performance of contractors is and remains above defined targets and corrective action implemented in the event of unacceptable performance.
- All communication with contractors is clear, consistent and in accordance with contract conditions.
- Contractor communications, programmes of work, cost reports, payment records and reports on performance are appropriately filed and available to audit.
- All documents/warranties are clearly documented and can be evidenced in the event of audit.
- Any works required following annual fire risk assessments are appropriately planned and executed with such risk assessments updated and available to audit.
- Payment applications are responded to within agreed contractual timescales and certificates for payment are issued on due dates.
- Quick responses to any contractor communications within the 'periods for reply' referred to within contractual documentation.
- Site progress meetings are held regularly for each project, are clearly recorded and all present act in a professional manner with the intent of maintaining key stakeholder relationships and continually improving service delivery.
- Contractors aware of health and safety policies and adhere to procedures.
- Budget Management with strong ability to forecast accurately



- Customer satisfaction is and remains above defined targets.

Your core role and focus is all about:

- To act as a single point of contact for the project management of major construction projects (may include M&E) that form part of the annual planned, and responsive maintenance work.
- To engage with internal and external stakeholders and manage external supply chain partners to ensure that works are carried out in accordance with Accent operational plans, contract requirements and statutory obligations including CDM regulations.
- To work with other members of the Property Services Management Team across all regions to manage annual planned and cyclical maintenance budgets

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

What you'll bring:



The must haves:

- HNC/Degree/diploma level education or equivalent (depth of relevant experience and/or another similar qualification) PAS 2035
- Experienced construction professional ideally with sound knowledge of residential maintenance, refurbishment, and insurance claims.



- Numerate with excellent budget management, control and forecasting experience
- Excellent communication skills and ability to provide high quality monthly and Quarterly reports.
- Knowledge and understanding of health and safety issues affecting residential properties (e.g., asbestos) and understanding of construction health and safety legislation (including CDM 2015) is essential.
- A good working knowledge of MS office and other specialist software packages as required by the association is essential.
- Ability to work without guidance but also be committed to work in a positive manner with both internal and external stakeholders.
- To demonstrate excellent customer care skills and show an understanding of and commitment to equality and diversity, in all aspects of the role.
- To represent the Accent Property Services Team in a professional manner at all times.

Desirables

- Experience of managing multiple budgets of over £1million

We'll expect you to be part of the team and deliver your service in line with our values and behaviours

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

