

Bernicia Group Role Profile

Title: Project Manager

Reporting to: Commercial/Programme Manager

Date: May 2022

Purpose

To supervise and develop an outstanding customer and performance focussed client Property team, delivering effective and efficient value for money, high quality and innovative services which ensure the delivery of all works/contracts to or exceeding key and management performance indicators.

Manage the strong and effective delivery of the 'construction client' functions of planned investment and R&M, including design, and contract management/ administration, embedding commercialism and continuous improvement within all activities, supporting budgetary control and management.

To identifying potential areas for investment to ensure all properties remain 'Decent,' reviewing/ identifying R&M trends to minimise repair expenditure and identifying opportunities to improve safety and neighbourhood appeal

Assist the development and promotion of strategies relating to the long term sustainability and improvement of the Bernicia Group's asset portfolio, maximising the financial and social return from our assets.

Accountabilities

Operational

- Manage and deliver all "client" aspects of the construction process (planned investment, regeneration, sustainability, repair and maintenance and one-off projects), delivering cost effective, timely, high quality works and services which meet or exceed agreed Key and Management Performance Indicators, including managing the delivery of all aspects of Design, Surveying, Programming, Contract Administration, Health and Safety (including the CDM) and mitigation of risk, and develop, implement and review appropriate actions where required to ensure the successful delivery of these.
- Manage the delivery of detailed site surveys and preparation/approval of designs/detailed working drawings, including ensuring compliance with/achievement of the design brief, specification, Planning/Building Regulations, liaison with statutory bodies/stakeholders, policies of Bernicia, CDM, and all statutory requirements, including obtaining all necessary approvals within required timescales.
- Deliver the stock investment programme to achieve and maintain our customers' homes to the Decent Homes and Bernicia Standards, within a broader responsibility for the development and effective delivery of property maintenance and stock improvement services.

- Continuously seek innovative approaches to the delivery of a customer focussed and consultative service, managing and maintaining high levels of performance, ensuring a culture of high performance and quality is maintained within the service.
- Prepare and support the preparation and verification of budgets, cash flows, target costings, interim valuations, variations, contractual claims, final accounts and cost floor information, ensuring optimisation of value, maximising building component lifecycles and co-ordination of works. This will include liaison with the Senior QS on the monitoring of budgets to ensure that they stay within agreed expenditure limits, identifying potential problems and with approval, taking corrective action.
- Support the preparation of tender documentation and specifications for construction works/services, including obtaining all necessary statutory approvals.
- Support the management of the Asbestos, arranging and ensuring asbestos surveys are carried out ahead of construction projects, providing contractors with relevant asbestos surveys/information, coordinating/controlling the removal of asbestos containing materials and liaison with the Asset & Customer Safety manager to ensure the asbestos register is updated post completion of works/services.
- Carry out pre assessments of the fire related risks associated with works to the Assets of Bernicia, designing, controlling and fully recording works which affect the fire compartmentation of our assets, satisfying all regulatory requirements, including liaison with the Asset & Customer Safety Manager on the provision of as fitted records and drawings.
- To prepare, in consultation with the Commercial Manager and Head of Property, the programmes of work and other associated budgets.
- Manage the provision and regular reporting of accurate, timely and detailed information, including delivery against key/management performance indicators, compliance with specification, re-measured works, health and safety and defects. This will include the provision of relevant information to enable the update of the Asset databases (e.g. SAP, asbestos, stock condition etc.).
- Support the Head of Property in carrying out the duties of Client and Designer/Principal Designer, in accordance with the requirements of the Construction, Design and Management Regulations
- To undertake any duties of a similar nature that maybe reasonably requested by your line manager, being flexible and working across all of Bernicia's offices and geographical operational areas.

Strategic

- Manage and support the client Property team, observing and delivering services in line with group policy and procedure and all statutory, legislative and regulatory obligations.
- Assist the development and promotion of strategies relating to the long term sustainability and improvement of the Bernicia Group's asset portfolio.
- Assist the Commercial Manager in the development and delivery of service plans to continuously improve the Asset & Property service.
- Ensure policies and procedures for your team are in place, relevant and up to date.
- Contribute to the development of quality service standards across all of Bernicia's services.

Corporate

- Be aware of internal and external issues which may impact on the ability to achieve performance expectations in your service area now, and in the future, and recommend appropriate action to address this.
- Plan effectively and ensure the organisation and development of all resources to achieve objectives and expectations, including key performance indicators and quality service standards, in line with timescales and budget provision.
- To identify, develop, implement and report on innovations/best practice that will benefit Bernicia, its partners, customers and stakeholders.
- Maintain an in-depth and current knowledge of all relevant existing and proposed legislation and best practice in relation to Asset and Property functions.
- Contribute to raising Bernicia's profile in developing a network of suitable contacts amongst organisations and individuals likely to assist in achieving Bernicia's vision.
- Contribute to the development of strategies and quality standards across all of Bernicia's services.
- Ensure that all core policies in relation to standards of behaviour, equality and diversity, customer care, people management, people development, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Essential and Desirable Skills & Experience

Essential criteria:	Desirable criteria:
<ul style="list-style-type: none"> • Relevant demonstrable experience at a similar level or <ul style="list-style-type: none"> ○ A recognised professional qualification consistent with the requirements of the post. ○ Higher National Diploma or Degree equivalent. • Responsibility for Planned Maintenance Programmes of work in a construction environment. 	<ul style="list-style-type: none"> • Post Graduate Degree or equivalent. • Experience of the use of asset management data systems • Managing the expectations of both tenants and contractors when delivering value for money and high levels of satisfaction. • Presentation skills. • Knowledge of current and future challenges in the field of asset

<ul style="list-style-type: none">• Responsibility for Contract Administration functions in an construction environment.• Management of CDM functions within a construction role.• Experience of delivering related construction contracts to cost, time, quality and customer satisfaction requirements.• Detailed knowledge and understanding of construction techniques.• Highly proficient in Construction related matters• Good IT skills and an ability to understand, interpret and present complex data.• Awareness of the management of asbestos.	<p>management and customer/building safety.</p> <ul style="list-style-type: none">• Regulatory Standards for Social Housing.• Awareness of fire risk and management.
<p>Signed by Post holder..... Date</p> <p>Signed by Manager Date</p>	

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
Competencies	
Competency	Expectation
Delivering the Vision	Articulate and support Bernicia's vision.
External Awareness	Keep abreast of key policies and social trends that affect your area of responsibility; understand how short and long term plans impact on your function.
Individual Leadership	Exhibit strong leadership skills.
Value for Money	Maximise allocated resources and deliver results.
Working In Partnership	Identify and maintain effective relationships with colleagues and stakeholders.

Resilience /Determination	Deal effectively with pressure, maintain focus and intensity and remain optimistic and persistent even under adversity.
A Customers Centred Culture	Listen to and understand customers, anticipate their needs and give a high priority to customer satisfaction.
Risk	Recognise and be willing to take calculated risks in line with Bernicia's risk culture.
Change	Be open to change and adjust rapidly to new situations instilling confidence in others.
Building Capacity	Ensure the team's knowledge and skills set are current and evolving.
Communication	Keep people well informed and communicate messages clearly and concisely.
Team Building	Create an environment that builds trust and open communication. Inspire, motivate and guide others to achieve objectives.

