Job Title	Project Delivery Manager	Location	Regional	Job Family	Grade
Reports to	Regional Programme Manager or Senior Project Delivery Manager	Designation	Agile	Asset Maintenance	D4

Overall Purpose: Manage the delivery of planned works, building safety remediation and retrofit sustainability projects by working with and managing external consultants and contractors.

Responsibilities & Outcomes

Key Responsibilities:

- Be responsible for the delivery of effective planned works, building safety remediation and retrofit sustainability projects that are delivered on time and within budget whilst ensuring they are 100% compliant in terms of statutory obligations and regulatory undertakings.
- Be the key point of contact for members of the team on individual projects and lead on customer engagement.
- Manage commercial aspects of projects, ensuring financial forecasts and budgets are accurate and timely; variations are monitored and impacts managed.
- Be responsible for signing off on task orders, and valuations and final accounts.
- Deputise as Chair for pre-contract, pre-commencement and progress meetings where required.
- Manage service partners to deliver the planned & building safety programme, ensuring contract compliance, value for money and excellent quality.
- Deliver excellent levels of customer service to external and internal customers.
- Ensure compliance with H&S legislation, regulation and Guinness's H&S policies and processes.
- Work with Asset Strategy to contribute to budget and programme setting and to proposals for scheme reinvestment and re-development.

Key Outcomes:

- Projects are delivered on time and within budget.
- Project teams work collaboratively and are focused on the same goals.
- Customer service and satisfaction targets are met or exceeded.
- Work is undertaken on the correct properties and within the agreed timelines.
- Accurate records of work completed and maintained on shared systems.
- Projects are delivered safely in compliance with legislation, regulation, and Guinness policies.
- Complaints are dealt with in a timely manner, and records maintained. Lessons learnt from feedback to drive service improvement.
- Team members are inspired, productive and motivated to deliver customer satisfaction.

Skills / Experience

Essential:

- Proven experience of working within teams successfully delivering building safety remediation and retro sustainability projects.
- Commercial acumen and experience of managing all commercial aspects of multiple projects.
- Experience of contract management with external and internal contractor organisations delivering multi discipline projects to achieve value for money and quality.
- Proven experience of providing excellent customer service.
- Excellent project management skills.
- Good knowledge of building construction and repair techniques, building safety and retrofit to current legislation and regulations.
- Experience of effective budget management.
- Excellent oral and written communications.
- Demonstrates the Guinness Behaviours.

Desirable:

- Up to date practical knowledge of the Building Safety Act, PAS9980, PAS2030/35, sprinkler install standards and associated construction practices.
- Extensive building/fire safety, retrofit and renewal/regeneration component replacement knowledge.
- Knowledge and understanding of the activities of a social landlord.

Qualifications

Essential:

- Educated to Level 5 (HND) or higher in Building, Construction, surveying, or equivalent.

Desirable:

- Member of a recognised professional body (RICS, CIOB) or similar.
- NEBOSH Certification
- CFPA Diploma in Fire Prevention or equivalent.

Other

Driving Licence Required	Yes
Mobile working required	Yes
Evening and weekend working required	Occasionally

General Role Expectations

These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.

Accountability:

- Accountable for meeting defined business objectives and goals.
- Conducts work planning and prioritisation to optimise performance of resources.
- Provides input to group/area plans and targets

People Skills:

- Allocates resources and responsibilities within the team to deliver business results.
- Manages internal/external relationships for team/group.
- Participates in and inputs into the fairness and consistency of the employment experience.

Impact & Influence:

- Makes decisions, some complex in nature, which have an impact on team activities.
- Actions likely to impact internal and external parties within area or specialism.
- Acts as an advisor to others on own area of expertise or specialism.

Thinking Challenge:

- Inputs into business focused solutions.
- Deals with complex issues/problems affecting own area with minimal referral to manager.
- Applies analytical skills in assessing complex concepts/principles and helping determining solutions.
- Defines standards and reusable approaches within own area and beyond.

Customer Service:

- Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done

You are also required to undertake any other duties within your capabilities as may be reasonably required.

February 2024