

## Job Description

<b>Job Title:</b>	<b>Programme Manager</b>
<b>Reporting to:</b>	Asset Manager (Investment)
<b>Department:</b>	Asset Management
<b>Direct Reports:</b>	Customer Partner
<b>Budget:</b>	Contracts up to £3 million
<b>JD date reviewed:</b>	March 2023
<b>Job Level:</b>	15
<b>Job Family:</b>	Services

### Job Purpose

To ensure the provision of an efficient planned management service for Eastlight's homes

To ensure contracts and works are delivered in a timely and cost-effective manner to agreed quality standards, value for money, statutory and regulatory legislation, health & safety compliance, ensuring high levels of customer and client satisfaction.

Undertake a range of property surveys, prepare specifications and schedule of works for tender.

### Key Strategic Responsibilities

To deliver the objectives set out in the Asset Management Strategy:

- Homes and communities that meet evolving customer needs
- Investing in long term, sustainable assets
- Homes and communities that are safe for our customers
- Efficient investment in our homes that meets EPC and Net Carbon Zero targets.
- Maximise return on assets.

### Key Functional Responsibilities

- Responsible for delivering the scope of works identified in the Asset Plan and other contracts where arising, as delegated by the Asset Manager (Investment).
- To undertake day to day contract management of planned maintenance projects including taking corrective action where necessary and report regularly on the progress of individual schemes. Meeting external contractors monthly to monitor performance
- To prepare programmes, budgets, risk assessments and cash flow forecasts for individual Ensure that projects are delivered on budget and to the highest possible quality and safety standards
- To ensure that work is carried out within the budgets and that value for money is achieved, by monitoring and reporting on performance.

- To monitor and keep accurate records of progress on site, including a record of any variations, snagging and health and safety records. Accurately update Orchard and Keystone on the progress and completion of all jobs. Accurately record and acknowledge all customer contacts, complaint details, actions and learning points on CRM.
- Ensure that all work is carried out fully in accordance with all relevant safety regulations and legislation including the Health and Safety at Work Act (1974), Building Safety Act 2022 and Construction, Design and Management Regulations (2015).
- To ensure that the service is compliant with current legislation. Keep up to date with changes to legislation and professional practice and ensure these are implemented
- To ensure that residents and leaseholders are informed and consulted in advance of planned and current works. To maintain communication and consultation to the highest possible standards of customer care with residents throughout the project
- To develop internal and external working relationships to improve ways of working, maximise resources and embed learning into the service area where appropriate.
- Delivery of contract management and delivery-related policies where required.
- Manage, motivate, support, and develop the team, leading by example to ensure excellent services are provided in line with organisational policies

## Person Specification

### Education and qualifications

- CIOB/RICS membership or working towards
- Evidence of Continuing professional development

### Experience

- Track record of delivering programmes of works in occupied residential setting and property refurbishment projects
- Strong track record of managing budgets Contracts Management environment
- A proven track record of managing a customer facing service where customer satisfaction was at the heart of the operation
- Working with the JCT suite of contracts
- situations.
- Writing reports for Board and Committees

<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Detailed current knowledge of the UK and EU statutory and regulatory frameworks relating to compliance and contract management</li> <li>• Knowledge of different forms of contract, in particular the JCT suite of contracts</li> <li>• A specific knowledge of The Control of Asbestos Regulations (CAR2012)</li> <li>• Have a sound knowledge of Contract and Construction Law</li> <li>• Knowledge of the management of Leasehold properties and the implications on housing maintenance programmes</li> <li>• Good knowledge of the Building Safety Act 2022</li> <li>• Excellent contract management skills</li> <li>• The ability to monitor and control contract progress made by external partners or contractors, including budgets</li> <li>• Ability to build partnerships and work collaboratively with others to meet shared objectives.</li> <li>• Demonstrate ability and commitment to customer care.</li> <li>• A commitment cultivate innovation to create new and better ways of working to achieve success Strong communication skills</li> <li>• Competent using Microsoft packages and report writing skills</li> </ul>