



JOB DESCRIPTION

JOB TITLE:	Head of Special Projects
LOCATION:	Newlon House, Hale Village
ANNUAL SALARY:	£64,975 pa plus eligible to join the PRP scheme
REPORTING TO:	Assistant Director – Major Projects
B RESPONSIBLE FOR:	3 direct and 3 indirect reports.

C MAIN OBJECTIVES

The **Head of Special Projects** will be responsible for the development, management and control of major, largescale, refurbishment projects within Newlon's existing stock, with a strong focus on both internal and external fire safety as well as other latent defects. To provide Newlon and its customers with a cost effective, high quality, customer focussed major defects rectification programme. The work involves end-to-end project management, from initial investigations to building remediation and right through potential Court or Arbitration matters to recover financial losses. Take the lead in managing and developing the Special Projects Team, contributing to corporate goals, and playing an important role in representing the Property Services Department.

D SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To support the Assistant Director whilst leading a programme of major remedial works projects.	<ul style="list-style-type: none"> • Responsible for the planning, development, implementation and monitoring of a remedial works programme for major building defects. • Take the lead in establishing and managing an overarching programme of projects, to include all fire safety related major works projects. • Drive the team in creating a strong internal and external customer focus in programme delivery.
2	To manage and develop the Special Projects Team	<ul style="list-style-type: none"> • Follow clear policies whilst managing a member of the team. • Give direction to staff while using SMART objectives. • Assist in developing knowledge and skills of staff, allowing them to become valued key members of the team and Organisation. • Hold formal 1-2-1 sessions and appraisals. • Identify additional training requirements or opportunities for self and staff. • Work with our HR team where required in cases of non-performance. • Lead regular meetings with the team.
3	To successfully project manage remedial works packages to individual buildings.	<ul style="list-style-type: none"> • To coordinate and report proposed technical solutions and strategies to mitigate identified major defects. • Separately, manage an appropriate number of projects, so effective management of staff is maintained relating to annual leave, sick leave, etc.. • Plan, implement and monitor remedial works projects. • Identify and mitigate project risks through appropriate operational plans. • Build, develop and effectively manage multi-disciplinary project teams to deliver major works projects. • Recruit internal and external team members and ensure they are adequately briefed.

Key Tasks and Responsibilities		Performance Standards
		<ul style="list-style-type: none"> • Ensure project teams are effectively managed and motivated with clear goals and objectives. • Regular meetings held and effective management undertaken using Newlon's policies and procedures. • Excellent communication by project teams internally and externally. • All works must meet or exceed the various standards and Regulations. • Keep meticulous records of contracts, correspondence and finance.
4	To liaise with residents and stakeholders on major defects projects, including dealing with complaints.	<ul style="list-style-type: none"> • Act as lead person in managing and co-ordinating the assigned projects. • Implement the agreed communications strategy in consultation with senior staff, including liaison with internal and external stakeholders. • Liaise with residents through a variety of channels, including as necessary holding surgeries and producing newsletters, to ensure timely information is provided. This includes evening meetings as needed and the production of informative newsletters. • Liaise with Commercial units within our buildings as required. • Manage any necessary resident access requirements and decants to facilitate the works, including interacting with the Lettings and Enforcement Teams. • Respond to customer complaints promptly and within SLAs. • Complaints resolved to customers satisfaction wherever possible. • Minimise litigation and compensation through proactive and effective liaison with customers. • Ensure that clear and timely communication with external agencies is maintained, such as the LFB, GLA, DLUHC, MPs, the Ombudsman and auditors.

Key Tasks and Responsibilities		Performance Standards
5	To lead on ensuring that procurement, construction management and service contracts for solicitors, consultants, contractors and other specialists for major projects are organised in a timely way..	<ul style="list-style-type: none"> • Procurement policies and procedures followed. • Financial policies and procedures followed. • Maintain effective channels of communication with our Procurement and Finance teams. • Monitor and manage time, cost and quality of works programmes to ensure they are delivered to time, cost and quality targets. • Hold regular performance monitoring meetings with all major suppliers. • Robust contracts in place for core works and services. • Work with Contracts Manager to ensure that contracts are effectively and proactively administered, and orders and invoices processed accurately and timely. • Performance is monitored, reported and challenged where necessary. • Best value obtained from contracts for Newlon and its residents. • Ensure at contract completion that the Contractors pass over the complete O&M manuals including the H&S file, as well as carry out any necessary demonstration exercises with Newlon staff/Concierge and Residents to ensure that all fully understand how any remedial and fire safety installations operate at maximum efficiency.
6	To achieve a compliant, high quality and cost effective project delivery for Newlon and its residents.	<ul style="list-style-type: none"> • All statutory consents including planning permission and building control are secured. • Clear and accurate project and contract performance information is produced and acted upon, including KPIs. • Accurate budget estimates and cash flows are prepared and used as the basis for decisions. • Budgetary control and reporting is effective. • Agreed financial metrics for projects are rigorously monitored and reported. • Clear focus on providing good quality solutions at the best possible value.

Key Tasks and Responsibilities		Performance Standards
7	To ensure that exposure to risk from a Health and Safety or Statutory Compliance failure is minimised.	<ul style="list-style-type: none"> • To work with Health and Safety Lead Coordinator in keeping up to date with changes in legislation and recognised good practice in construction. • Provide expert advice on health and safety issues arising from major defects and their rectification works. • Monitor health and safety performance of contractors and ensure they are compliant with legislation and Newlon's procedures. • With other members of the senior property management team ensure compliance with all statutory health and safety duties. • Carry out all obligations relevant to your role under the internal procedure. • To be able to occasionally work at heights or depths safely.
8	To be part of Newlon's senior management team.	<ul style="list-style-type: none"> • To promote and exemplify Newlon Gold and good customer service principles and taking ownership of problems. • Fully participate in Property Services Department team meetings. • Preparing and contributing to service improvement plans and strategies. • To assist in setting budgets and making bids for external funding. • Writing, contributing and presenting Executive, Board and Committee reports. • The post holder may be expected to assist in the event of an emergency including work outside usual working hours.
9	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to. • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Objectives of reliability, consistency, speed and awareness built into all activities. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Collaboration across teams actively promoted at all times.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.