



## JOB DESCRIPTION

**JOB TITLE:** Assistant Director – Major Projects

**LOCATION:** Newlon House, Hale Village

**ANNUAL SALARY:** £73,400 pa plus eligible to join the PRP scheme

**REPORTING TO:** Property Services Director

**B RESPONSIBLE FOR:** Head of Special Projects; Health and Safety Lead Coordinator

### **C MAIN OBJECTIVES**

The **Assistant Director (Major Projects) Property Services** will be responsible for the strategic development, management and control of major capital defects projects including fire safety remediation works in buildings both over 18m and under 18m, and largescale refurbishment projects within Newlon's existing stock. To provide Newlon and its customers with a cost effective, high quality, customer focussed investment programmes. Contribute to corporate goals and play a lead role in the Property Services Team.

## D SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To lead on delivery of the major capital defects programme including fire safety remediation works on Newlon's existing stock of high rise residential buildings as well as low rise buildings in line with the Building Safety Act 2022 and the Fire Safety Act 2021	<ul style="list-style-type: none"> <li>• Strategic and operational leadership for the planning, development, implementation and monitoring of the remedial works programme for major building defects, and presenting them to Newlon's Executive Team, Committees and Board for approval,</li> <li>• Ensuring that there is effective management of an overarching programme of projects, to include all fire safety related major works projects.</li> <li>• Ensuring that Major Projects business unit has a strong internal and external customer focus in programme delivery.</li> <li>• Strongly driven programme delivery of schemes on site, applications and bids for funds, legal and insurance work, and appointment of construction professionals and consultants.</li> <li>• Presenting proposals for major capital defect works programmes and to Newlon's Executive Team, Committees and Board for approval,</li> <li>• Management and oversight of any necessary resident decant programmes to facilitate the works, including liaising with the Lettings Team,</li> <li>• Identify and mitigate project risks through appropriate operational plans,</li> <li>• Leading on building, developing and effectively managing multi-disciplinary project teams to deliver major works projects,</li> <li>• Ensuring project teams are effectively managed and motivated with clear goals and objectives,</li> <li>• Regular meetings held and effective supervision undertaken using Newlon's policies and procedures,</li> <li>• Good communications by project teams internally and externally,</li> </ul>
2	Lead on the rectification of major capital defects including fire safety remediation projects and programmes and associated delivery teams	<ul style="list-style-type: none"> <li>• Effective teams built and developed</li> <li>• Staff recruited, trained, developed, motivated and retained</li> <li>• Regular one to one meetings and appraisals held and effective supervision undertaken using Newlon's policies and procedures</li> <li>• Good communications by the team internally and externally.</li> </ul>

Key Tasks and Responsibilities		Performance Standards
3	To ensure that effective arrangements are in place to liaise with residents and stakeholders on major capital defects projects, including dealing with complaints.	<ul style="list-style-type: none"> <li>• Ensure co-ordinated resident and engagement and consultation takes place for all major capital latent defects works,</li> <li>• Ensure appropriate communication strategies are in place for major capital latent defects works,</li> <li>• Ensure effective liaison with internal and external stakeholder groups,</li> <li>• Engage with residents through a variety of channels, including, as necessary, holding public meetings, surgeries and drop in events. Also producing newsletters and other literature,</li> <li>• Ensure customer complaints are responded to promptly and within SLA and complaints resolved to customers satisfaction wherever possible.</li> <li>• Ensure arrangements to manage any necessary resident access requirements and decants to facilitate the works, including interacting with the Lettings and Enforcement Teams.</li> <li>• Ensure arrangements in place and maintained for clear and timely communication with external agencies such as the LFB, GLA, DLUHC, MPs, the Ombudsman and auditors.</li> <li>• Ensure that litigation and compensation is minimised through proactive and effective liaison with customers.</li> </ul>

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

Key Tasks and Responsibilities		Performance Standards
6	To ensure effective arrangements in place to mitigate risk and exposure to Newlon in terms of Health and Safety or Statutory Compliance failure.	<ul style="list-style-type: none"> <li>• Chair the corporate Health and Safety Working Group working with the Health and Safety Champion (Property Services Director) as appropriate, and updating corporate health and safety policies as necessary.</li> <li>• To keep up to date with changes in legislation and recognised good practice in all aspects of health and safety including construction,</li> <li>• Provide expert advice of health and safety issues relating to the Health and Safety at Work Act 1974 and from major defects and their rectification works,</li> <li>• Monitor health and safety performance of contractors and ensure they are compliant with legislation and Newlon's procedures,</li> <li>• With other members of the Property Services Management Team ensure compliance with all statutory health and safety duties,</li> <li>• Carry out all obligations relevant to the role under the internal procedures.</li> </ul>
7	To be part of Newlon's senior management team.	<ul style="list-style-type: none"> <li>• To promote and exemplify Newlon Gold, Trust Newlon, and good customer service principles and taking ownership of problems,</li> <li>• The post holder may be expected to assist in the event of an emergency including work outside usual working hours.</li> </ul>
8	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Equality, Diversity and Inclusion, Sustainability and Data Protection adhered to</li> <li>• Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers</li> <li>• Objectives of reliability, consistency, speed and awareness built into all activities</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Collaboration across teams actively promoted at all times</li> </ul>

9	To manage and develop others.	<ul style="list-style-type: none"><li>• Follow clear policies whilst managing a member of the team.</li><li>• Give direction to staff while using SMART objectives.</li><li>• Assist in developing knowledge and skills of staff, allowing them to become valued key members of the team and Organisation.</li><li>• Hold formal 1-2-1 sessions and appraisals.</li><li>• Identify additional training requirements or opportunities for self and staff.</li><li>• Work with our HR team where required in cases of non-performance.</li><li>• Lead regular meetings with the team.</li></ul>
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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.