



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Special Projects Officer
<b>LOCATION:</b>	Newlon House, Hale Village N17 and various other locations
<b>SALARY:</b>	£40,074 pa plus up to 5% annual performance related bonus
<b>REPORTING TO:</b>	Head of Special Projects
<b>RESPONSIBLE FOR:</b>	None

## **B MAIN OBJECTIVES**

The Special Projects Officer will support the Special Projects Manager with the development, management and control of major remedial works projects, with a strong focus on both internal and external fire safety as well as other latent defects. To take the lead in resident liaison work, developing trust by building and maintaining relationships with residents affected by the Special Projects works streams. Ensuring that residents and other stakeholders are proactively kept informed about planned works with good quality, appropriate and timely updates across the range of channels. To provide Newlon and its residents with a cost effective, high quality, customer focussed, major defects rectification programme. The work involves end-to-end project management, from initial investigations right through potential Court action to recover financial losses.

## **C SPECIFIC TASKS AND RESPONSIBILITIES**

Key Tasks and Responsibilities		Performance Standards
1	To assist and support the Project Manager in delivering major capital latent defect remedial works projects.	<ul style="list-style-type: none"><li>• Assist the Special Projects Manager with the planning, development, implementation and monitoring of remedial works projects for major building defects.</li><li>• Assist the Special Projects Manager in establishing and managing an overarching programme of projects, to include all fire safety related major works projects.</li><li>• Assist the Special Projects Manager in creating a strong internal and external customer focus in programme delivery.</li></ul>
2	To assist the Special Projects Manager to successfully project manage individual remedial works packages to individual buildings.	<ul style="list-style-type: none"><li>• To assist the Special Projects Manager in the coordination and reporting of proposed technical solutions and strategies to mitigate identified major defects.</li><li>• Assist the Special Projects Manager to plan, implement and monitor remedial works projects.</li><li>• Assist the Special Projects manager to identify and mitigate project risks through appropriate operational plans.</li></ul>

		<ul style="list-style-type: none"> <li>• Undertake the tasks necessary to assist the Special Projects Manager to build, develop and effectively manage multi-disciplinary project teams to deliver major works projects.</li> <li>• Assist with the recruitment of internal and external team members, ensuring they are adequately briefed.</li> <li>• Assist the Special Projects Manager to provide good communications to project teams internally and externally.</li> <li>• Support the work so that it meets or exceeds the various standards and Regulations.</li> <li>• Produce plans, templates and methodologies to support the project management function of the team. Produce ideas for improvements and new activities especially with regard to supporting project work and undertaking resident engagement</li> <li>• Assist the work of the Special Projects Team in keeping meticulous records of contracts, correspondence and finance.</li> </ul>
3	To create and deliver suitable communication and engagement strategies for different buildings and group residents affected by the Special Projects team's work.	<ul style="list-style-type: none"> <li>• Produce a Resident Liaison Action Plan based on the needs of the Special Projects Work Programme.</li> <li>• Set up a programme of regular communications for residential buildings within the Special Projects programme. Ensure residents are given clear information about projects and timely updates about developments. Use all appropriate communication channels to ensure residents are kept well informed.</li> <li>• Where applicable liaise with any residents' associations and attend residents' meetings as required.</li> <li>• Liaise with colleagues in Communications, Housing and Property to ensure the content of communications is accurate, are of high quality and in line with Newlon Gold Standards.</li> <li>• Where required, take the lead in setting up and managing resident liaison events related to the Special Projects Team's work. Ensure events are well organised, well managed and minutes taken and recorded.</li> <li>• Build positive relationships with groups of residents to ensure residents understand Newlon's key messages. Work to foster trust</li> </ul>

		<p>with residents to help facilitate residents' cooperation with the project team.</p> <ul style="list-style-type: none"> <li>• Work closely with the project team, consultants and contractors to ensure residents receive accurate and timely updates on project progress and news of any developments.</li> </ul>
4	To lead on day to day communications with residents affected by the Special Projects Team's work.	<ul style="list-style-type: none"> <li>• Monitor the Fire Safety inbox and all other team email addresses.</li> <li>• Ensure all queries and communications receive a prompt and appropriate response in line with Newlon Gold Standards.</li> <li>• Ensure all resident communications are recorded with Newlon's Dynamics system and that good records of contact and communication with residents are maintained. Open cases for the Team and members must be tracked, updated, resolved and closed within acceptable timescales.</li> <li>• Where required provide support to other teams like Service Resolution or the Resident Sales Team to ensure residents' enquiries or complaints are dealt with according to policy and in line with Newlon Gold.</li> </ul>
5	Lead on ensuring that residents are included in and communicated with, regarding any major works programmes.	<ul style="list-style-type: none"> <li>• Develop targeted and effective initiatives to increase effective resident liaison, consultation and involvement in projects and work programmes.</li> <li>• Work with the Communications team, consultants and contractors to ensure residents are actively engaged about works being planned or carried out.</li> <li>• Agree contractor liaison arrangements for specific projects. Monitor contractor performance and ensure contractors provide the agreed communications with residents.</li> <li>• Assist Special Projects Manager and the Service Charge Team with carrying out Section 20 consultations where appropriate.</li> </ul>

		<ul style="list-style-type: none"> <li>• Participate in project meetings and liaise with any contractor's Resident Liaison Officers to ensure appropriate communications are sent to residents.</li> </ul>
6	To deal with enquiries from Councillors, MPs and external stakeholders.	<ul style="list-style-type: none"> <li>• To ensure all enquires are dealt with within Newlon's 2/10 standard.</li> <li>• Ensure written responses of a high quality and clearly and concisely deal with enquiries.</li> <li>• Ensure that all communications are recorded on Newlon's Dynamics system.</li> </ul>
7	To report to Trust Executive regularly on resident liaison activities.	<ul style="list-style-type: none"> <li>• Ensure that information is collated regularly on progress of all Special Projects resident liaison activities and that this is conveyed clearly in report format to Trust Executive.</li> </ul>
8	To be part of Newlon's Property Management team.	<ul style="list-style-type: none"> <li>• Fully participate in Property team meetings.</li> <li>• Preparing or contribute to service improvement plans and strategies.</li> <li>• To assist in setting budgets and making bids for funding.</li> <li>• Writing or contributing to Executive, Board and Committee reports.</li> </ul>
9	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> </ul>

		<ul style="list-style-type: none"> <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> <li>• Arrange appointments and meetings, book meeting places or use online methods, take meeting minutes and distribute accordingly and within appropriate timescales.</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.