



Special Projects Officer Person Specification

What are we looking for?		How will we check if you have it?
Qualification	<p><u>Essential</u></p> <ul style="list-style-type: none">• Degree or relevant experience <p><u>Desirable</u></p> <ul style="list-style-type: none">• Track record in assisting and supporting construction project management• We will consider candidates with a strong track record and who are en-route to a formal project management related qualification	Application form

<p>Experience</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Minimum of 18 months experience in a Project Officer or related role in the UK, preferably within the Housing Sector <p>At least 2 years of the following:</p> <ul style="list-style-type: none"> • Diary management and priority/appointment setting • Report writing, administering documentation, overseeing and managing all systems and processes • Performance reporting • Database management • Experience of supporting the management of consultants, contractors and solicitors • Experience of working successfully on multiple projects at the same time • Track record of supporting the management of successful programme and project delivery in line with desired outcomes and agreed quality, time and cost targets <p>At least 5 years' experience of the following:</p> <ul style="list-style-type: none"> • Resident liaison work in the context of largescale, complex, refurbishment works • Developing and managing programmes of resident involvement and engagement <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Developing, managing and delivering small projects • Experience of identifying and managing project interdependencies • Experience of working in an established programme and project management environment within an organisational setting • Development and ongoing management of any small-scale decant programmes • Candidates on route to MRICS, MCIQB, MAPM or IOSH status 	<p>Application form Interview</p>
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Knowledge and Skills	<p>Essential Demonstrable evidence of:</p> <ul style="list-style-type: none"> • Excellent time management, prioritising and scheduling • Good analytical and research skills • High level user of a range of IT systems (e.g. Microsoft Office, databases) and willingness to learn new ones such as Dynamics/ CRM, IPOS payment system, Orchard, Integrator • Produce project templates, schedules and planning tools to assist the project management function of the team • Ability to demonstrably empathise with residents and show sensitivity • Ability to communicate with a wide range of people • Excellent interpersonal communications skills <p>Desirable</p> <ul style="list-style-type: none"> • Ability to motivate people on a group and individual basis and facilitate groups • Ability to develop new initiatives and innovations to encourage residents to be involved positively in capital defect remediation programmes 	Application form Interview
Diversity/Equal Opportunities	<ul style="list-style-type: none"> • An understanding of and commitment to issues involved with working and providing services in a multi-cultural environment and with Equality, Diversity and Inclusion at the forefront of the work 	Interview
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Core Competencies	<ul style="list-style-type: none"> • Communication - using clear and effective written and verbal communication skills with others 	Application form Interview Test
	<ul style="list-style-type: none"> • Resident Focus - understanding and meeting the diverse residents' needs, handling residents in a respectful and supportive way and ensuring actions are fair and transparent 	Test
	<ul style="list-style-type: none"> • Negotiation and Influencing - able to persuade and convince others to a course of action and/or negotiate solutions 	Interview
	<ul style="list-style-type: none"> • Working with others/Team work - developing and maintaining effective and co-operative working relationships with others and showing respect for all 	Interview

	<ul style="list-style-type: none"> • Innovation and problem solving - significant ability to innovate and problem solve issues relating to resident engagement as well as 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 	Application form Interview
	<ul style="list-style-type: none"> • Judgement and decision making - able to gather information and research, adequately understanding the implications of decisions made when prioritising workloads 	Interview
	<ul style="list-style-type: none"> • Planning and organising - working in a systematic way, planning and allocating time and resources effectively 	Application form Interview
	<ul style="list-style-type: none"> • Achieving results and quality focus - setting high work standards and demonstrating commitment to achieving objectives 	Application form Interview
	<ul style="list-style-type: none"> • Customer Focus - identifying and meeting the needs of internal and external customers 	Interview
	<ul style="list-style-type: none"> • Liaising and networking - able to build constructive relationships with others both inside and outside the organisation to improve knowledge, share information and ensure effective business practices 	Interview
Other	<ul style="list-style-type: none"> • Evenings and Weekends - must be able to attend evening and occasional weekend meetings 	Application form Interview