**Job title:** **Project Manager**

**Responsible to: Head of Projects**

**Accountable to: Business Development Director**

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

Within the Property team of Residential Care Services, the role will support the delivery of building related projects for existing care homes, primarily of minor works but include involvement in major refurbishment projects and other work streams such as the Capital Asset Replacement programme and Health & Safety remedial works. The bulk of time would be spent in the field visiting any of our 120 sites. This is a challenging and rewarding role that contributes to improving our residents’ homes that makes a difference to their quality of life, whilst also enhancing the environment for their relatives and our colleagues.

### Key Responsibilities

* Be responsive to the needs and priorities of Operational customers, to address project issues promptly and to the satisfaction of the customer
* Undertake and produce applicable feasibility studies of property related projects
* Undertake briefing and scoping exercises for all allocated major and minor property projects
* Understand and ensure the implementation of the Company’s Health and Safety policy, Emergency & Fire Evacuation Procedure and Disaster Recovery Plan. Promote and monitor safe working practice
* Proactively consult with line manager, Head of Capital Projects and Head of FM, in respect to strategic direction and decision making
* Produce detailed cost plans for all allocated projects
* Where applicable complete produce detailed schedule of works, specifications relating to property projects, working within the Care UK design specifications
* Produce applicable tender and contract documentation to enable competitive pricing to be obtained for property projects
* Produce detailed tender analysis and justification, plus robust tender report and recommendations
* Produce detailed contract documentation
* Liaison and where relevant management of external property consultants who may be the principal project manager and quality controller of capital works.
* Effectively manage all post contract activities of all allocated projects including pre-contract meetings, progress meetings and adhoc site visits
* Manage and control projects during post contract delivery phase controlling all variations and ensuring projects complete on time within agreed budgets and scope
* Ensure all stakeholders are communicated with on a regular basis throughout the project both pre and post contract
* Receive reports from appointed third party consultants, monitor and report on level of activity and take full responsibility for planning and execution of all actions using the most appropriate solution
* Manage, monitor, report on and drive good supply chain performance at home level whilst acting as the point of escalation for issues.
* Monitor and report on contractor performance in key areas and identify common areas for improvement.
* Control the management of expenditure in line with a dynamic budget whilst ensuring required standards and quality are adhered to.
* Independent quality control of all works undertaken by the supply chain in the homes including feedback and active management of defects, adherence to standards and specifications and remedial works.
* Produce and circulate appropriate information ensuring this is used to continuously learn about and improve performance.
* Complete and agree all final accounts, within agreed parameters for all allocated projects
* Identify improvement to processes, information provided and action taken and lead on implementing any changes needed to improve performance.
* Ensure all defects, repairs, inspections and visits on projects are completed within target timescales and to an agreed satisfactory standard
* Keep home management team informed of progress on any defects or repairs and coordinate sign off
* Attend End of Defect meetings
* Plan and undertake regular site visits during defect liability period
* Represent Property Services at Regional/home meetings and with external bodies as and when required, including local authorities, CQC, Insurance Inspections etc. Report on the level of activity and take full responsibility for planning and execution of all actions using the most appropriate solution.
* Where and when required, be the point of escalation for ‘out of hours’ emergencies in relation to Property Projects and act on behalf of all members of the Projects Team

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature** |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications |  | * Full member of the RICS or CIOB * IOSH or equivalent |
| Experience | * Substantial experience in delivering building surveying or project related services to a multi-site portfolio * Experience exercising budgetary control with good understanding of financial management across Revenue, Capital expenditure * Experience of leading on projects and delegating, instructing and motivating others * Good working knowledge of industry legislation and industry guidelines | * Supplier and contract management experience * Experience of delivering customer service in / to a health care or social care provider |
| **Technical Skills** | * Sound understanding of building construction and M&E services * Good IT skills and ability to put to full use Microsoft Outlook, Word, Excel and Project * Good understanding of CAFM systems |  |
| **Personal Qualities** | * Self-motivated, flexible and enthusiastic approach to work * Ability to prioritise and manage competing requirements of customers * Excellent customer service skills resulting in the delivery of a proactive approach to stakeholder, client and customer management * Proactive approach to problem solving * Good understanding of H&S in relation to property and workplace matters * Build strong internal and external relationships with other key business units and stakeholders who are crucial to the successful fulfilment of this position * Ability to resolve property issues affecting operational performance in a timely and professional manner * Excellent interaction and communication skills to engage with others across the department, organisation and external third parties, taking ownership for the guidance, management and development of others within the department * Works collaboratively with others sharing ideas and information at all times * Effectively builds trust with a consistent approach between actions and words * Has the ability to raise standards through innovation and new ideas * Will take personal responsibility for issues and resolve them * Flexible and adaptable approach |  |