##### JOB DESCRIPTION

**JOB TITLE: Project Manager – Defects/Fit Out**

**RESPONSIBLE TO: Head of Care Home Development**

**ACCOUNTABLE TO: Business Development Director**

**Care UK’s Values:**

* Every one of us makes a difference
* Customers are at the heart of everything we do
* Together we make things better

## Job Summary

To ensure all defects and latent defects on new care home developments are identified, reported and completed in accordance with timescales set out in contract documentation. Work effectively to communicate with all teams involved in the defects process including Home management staff, contractors, employers agent and facilities management.

There will also be a requirement to support the FFE Delivery Manager during the fit-out period post PC.

### Key Responsibilities

* Ensure all defects, repairs, inspections and visits on new homes are completed within target timescales and to a satisfactory standard.
* Provide an effective and seamless defects service to our new homes.
* Integrate in accordance with the terms and conditions of the contracts with the main contractor and employers’ agent.
* Keep home management team informed of progress of defect repair and coordinate sign off.
* Monitor and report on contractor performance in key areas and identify common areas for improvement.
* Identify improvement to processes, information provided and action taken and lead on implementing any changes needed to improve performance.
* Produce and circulate appropriate information ensuring this is used to continuously learn about and improve performance.
* Log and monitor defects and reports on Verisae CAFM system and ensure facilities management and facilities personnel are kept up to date with ongoing defects.
* Investigate and lead professional team in response to reported latent defects to ensure satisfactory outcome
* Liaise with Regional Facility Mangers to carry out periodic inspections
* Attend End of Defect meetings as client representative in conjunction with Employers agent
* Attend site meetings at regular intervals to ensure understanding of building structure and services and in particular commissioning phase
* Attend contractor training to Home management team
* Plan and undertake regular site visits during 12 month defect liability period
* 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
* Support FFE Delivery Manager during the fit out period post PC.

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call Regional Director

### 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.

**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

Name of post holder …………………………………..

Signature …………………………………..

Date …………………………………..

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| **HAZARDS** | | | | | |
| Laboratory specimens |  | Clinical contact with patients/residents |  | Performing exposure prone invasive procedures |  |
| Blood/body fluids |  | Dusty environment |  | VDU use |  |
| Radiation |  | Challenging behaviour |  | Moving and handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory sensitisers |  | Food handling |  | Working in isolation |  |

**Person Specification**

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| --- | --- | --- |
| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  | Qualification in the Built Environment Sector  Project Management Qualification |
| **Experience** | Minimum 3 years’ experience in delivering in a similar role.  Good knowledge of latent defect process under JCT contracts  Excellent communication and interpersonal skills.  Ability to prioritize under pressure and manage competing requirements of customers.  Great customer service skills resulting in the delivery of a proactive approach to stakeholder, client and customer management.  Proactive approach to problem solving.  Excellent leadership and motivational skills based on demanding yet fair expectations of suppliers and individuals.  Structured and good planning and coordination skills  Creativity in resolving operational issues and realizing strategic long term goals.  Team player with a desire to achieve the overall success of the New Build and Property Services teams.  Able to work on own initiative. | Supplier and contract management skills.  Minimum 3 years’ experience of delivering great customer service 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 and Excel  Good understanding of H&S in relation to property and workplace matters.  Good working knowledge of industry legislation and industry guidelines. | Working knowledge of Verisae CAFM systems |
| **Personal Qualities** | 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 the shortest possible time. Where issues cannot be resolved quickly then excellent communication is essential.  Great interaction skills to professionally engage with others across the department, organisation and external third parties and take ownership for the guidance, management and development of others within the department.  Works collaboratively with others sharing ideas and information at all times  Has the ability to delegate stretching responsibilities to develop people  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 |  |